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ABSTRACT

This appendix to the final report of a study on effectiveness in work roles contains nine methodological appendixes that provide the technical details of the measures used in the five-year study. (CE 016 655 is the final report.) Appendixes A and B are reproductions of the interview schedules for phases 1 and 2 and appendixes C and D reproduce the question booklets respondents were asked to fill out in phases 1 and 2, respectively. Appendix E depicts the rating scales which supervisors were asked to fill out concerning their subordinates in phase 1. Appendix F does the same for Phase 2. Appendix G spells out the procedures followed by the observers in phase 1 and includes a list of all rating scales employed. Appendix H provides similar information on the observations in phase 2. Appendix I presents the brief interview schedule used in phase 2 for a telephone follow-up of respondents who had left their original employers. (JH)

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ED159334

EFFECTIVENESS IN WORK ROLES:

EMPLOYEE RESPONSES TO WORK ENVIRONMENTS

Volume II - Appendices

SURVEY RESEARCH CENTER

INSTITUTE FOR SOCIAL RESEARCH
THE UNIVERSITY OF MICHIGAN
ANN ARBOR, MICHIGAN

U.S. DEPARTMENT OF HEALTH, EDUCATION & WELFARE
NATIONAL INSTITUTE OF EDUCATION

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Robert P. Quinn
Principal Investigator

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16. Abstracts This study had four general objectives: (1) to assess associations between aspects of working conditions and indicators of employees' work role effectiveness; (2) to identify personal and situational characteristics that limit associations between working conditions and effectiveness; (3) to begin to map the statistical structure of associations among various classes of effectiveness measures, and (4) assess the validity of effectiveness indicators when measured in different ways and tested against different causal factors. Major methodological findings were that information from different sources regarding working conditions and worker behavior in agreement only for relatively unambiguous and external aspects of work. As the abstractness and, thus, potential ambiguity of a measure increase, assessments from workers, observers and supervisors become increasingly liable to judgmental biases, such as the halo effect. Major substantive results include identification of stress effects upon worker attitudes and behaviors, including a withdrawal syndrome that begins with frequent absences and culminates in voluntary turnover.

17. Key Words and Document Analysis. 17a. Descriptors

Absenteeism	Incentives	Productivity
Adjustment	Job Analysis	Supervision
Attitude survey	Job description	Supervisors
Attitudes	Job satisfaction	Surveys
Earnings	Labor	
Education	Mobility	
Effectiveness	Motivation	
Employment	Occupational diseases	
Evaluation	Performance	
Fringe benefits	Performance evaluation	

17b. Identifiers/Open-Ended Terms

Work Attitudes	Work environments
Work roles	Leisure activities
Employee responses	Family roles
Longitudinal surveys	Social indicators
Lifestyles	Meaning of work

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Effectiveness in Work Roles: Employee Responses to Work Environments

Volume II — Appendices

Survey Research Center
The University of Michigan

TABLE OF CONTENTS

Introduction iii

Appendices

A	Interview schedule - Phase I	1
B	Interview schedule - Phase II	49
C	Question book - Phase I	95
D	Question book - Phase II	107
E	Supervisor's description folder - Phase I	121
F	Supervisor's description folder - Phase II	127
G	On-the-job observation materials (including observer instructions and reporting forms) - Phase I	133
H	On-the-job observation materials (including observer instructions and reporting forms) - Phase II	173
I	Follow-up telephone interview schedule - Phase II	197

INTRODUCTION

Volume II of Effectiveness in Work Roles contains nine methodological appendices that reproduce the measures used throughout the study. These appendices are cited frequently in the text of Parts I and II in Volume I, and are intended to supplement the more limited methodological descriptions provided in the earlier volume.

Appendices A and B are reproductions of the interview schedules for Phases I and II, respectively. Appendices C and D reproduce the question booklets respondents were asked to fill out in Phases I and II, respectively. Appendix E depicts the rating scales which supervisors were asked to fill out concerning their subordinates in Phase I. Appendix F does the same for Phase II. Appendix G spells out the procedures followed by the observers in Phase I and includes a list of all rating scales employed. Appendix H provides similar information on the observations in Phase II. Appendix I presents the brief interview schedule used in Phase II for a telephone follow-up of respondents who had left their original employers.

It is also important to indicate what Volume II does not contain. In particular, it includes no detailed documentation for data from company records. Available from the authors of this report, but not presented here, are codebooks for the records data. These codebooks have separate sections for each site for each phase to take into account idiosyncratic variations in data collection. In addition, Volume II is restricted to

general methodological appendices. It excludes appendices to specific chapters in Volume I, Part I. These appear at the end of the relevant chapters in Volume I.

APPENDIX A

INTERVIEW SCHEDULE - PHASE I

EFFECTIVENESS IN WORK ROLES

Study 462340
Winter, 1972-1973

SURVEY RESEARCH CENTER
INSTITUTE FOR SOCIAL RESEARCH
THE UNIVERSITY OF MICHIGAN
ANN ARBOR, MICHIGAN 48106

(Do not write in above space)

Interviewer's Label

Respondent No. _____

INTERVIEWER: READ INSTRUCTION TO R BEFORE OR AS YOU BEGIN THE INTERVIEW

INTRODUCTION

The Survey Research Center of The University of Michigan is studying the working conditions of the American labor force. They are interested in all aspects of people's work: the type of work they do, the pay they get, the problems they face, their satisfaction with their work, and the effect of their work on their physical, social, and economic well-being. The aim of this study is to get information that will help improve the conditions people work under.

The study has the full co-operation and approval of (STUDY EMPLOYER), and only people like yourself can give the information we need. Whether or not you choose to answer any question is completely up to you. Your answers will be kept completely secret and confidential. Information that might identify you will never be seen by anyone at (STUDY EMPLOYER), and it will be seen only by our Survey Research Center staff.

ENTER HERE STARTING TIME OF INTERVIEW: _____

4

1. If you had enough money to live as comfortably as you'd like, would you continue to work?

1. YES	5. NO

2. (SHOW CARD 1, YELLOW) Here are some things a person may or may not look for in any job. People differ a lot in terms of which of these things they want more. We would like to know how desirable each of these is to you.

How desirable to you is it:	NOT AT ALL DESIRABLE	A LITTLE DESIRABLE	SOMEWHAT DESIRABLE	VERY DESIRABLE
a. . . . that you have a chance to develop your own special abilities at work?	1	2	3	4
b. . . . that your pay is good?	1	2	3	4
c. . . . that you get a sense of accomplishment from your work?	1	2	3	4
d. . . . that you are given enough freedom to decide how to do your own work?	1	2	3	4
e. . . . that you can see the results of your work?	1	2	3	4
f. . . . that the people you work with are friendly?	1	2	3	4
g. . . . that your physical surroundings are pleasant at work?	1	2	3	4
h. . . . that your job security is good?	1	2	3	4
i. . . . that your supervisor treats you with respect?	1	2	3	4

QUESTION CONTINUED ON NEXT PAGE

2. (continued)

How desirable to you is it:

	NOT AT ALL DESIRABLE	A LITTLE DESIRABLE	SOMEWHAT DESIRABLE	VERY DESIRABLE
j. . . . that your fringe benefits are good?	1	2	3	4
k. . . . that the people you work with are helpful?	1	2	3	4
l. . . . that your work is challenging to you?	1	2	3	4
m. . . . that you do a complete job from beginning to end?	1	2	3	4
n. . . . that your chances for promotion are good?	1	2	3	4
o. . . . that you always know what others you work with expect you to do on your job?	1	2	3	4
p. . . . that your supervisor is helpful?	1	2	3	4
q. . . . that your hours are good?	1	2	3	4
r. . . . that you are free from conflicting demands that other people might make of you at work?	1	2	3	4
s. . . . that you receive enough help and equipment to get your job done?	1	2	3	4
t. . . . that your work is interesting?	1	2	3	4
u. . . . that you do a good job?	1	2	3	4
v. . . . that you feel fresh at the end of your workday?	12	2	3	4
w. . . . that the people you work with do their own job well?	1	2	3	4

3. Now let's talk about your present job. What is your job at (STUDY EMPLOYER)?

JOB: _____

4. What do you do on this job? _____

_____

_____

_____

_____

5. Does (STUDY EMPLOYER) have a written description of your job?

1. YES	5. NO	8. DON'T KNOW
	GO TO Q7	GO TO Q7

6. How accurate is this job description--very, somewhat or not at all accurate?

1. VERY	3. SOME-WHAT	5. NOT AT ALL	7. DK, HAVEN'T SEEN IT

7. The "forty-hour week" is a very common term. When people give the hours they work a second thought, however, and start counting the hours up, they sometimes find that they work somewhat more or somewhat less than forty hours. During the average week how many hours do you work, not counting the time you take off for meals?

_____ HOURS PER WEEK

8. On most days on your job, how often does time seem to drag for you--often, sometimes, rarely, or never?

[1. OFTEN] [2. SOMETIMES] [3. RARELY] [4. NEVER]

9. Who determines whether you're going to put in overtime hours? Is it mostly up to you or mostly up to your supervisor or someone else at (STUDY EMPLOYER)?

[1. MOSTLY UP TO R]

GO TO Q11

[5. MOSTLY UP TO SUPERVISOR OR EMPLOYER]

[9. NO OVERTIME]

GO TO Q11

10. Could you refuse to work overtime when your employer asks you to without being penalized in any way?

[1. YES] [5. NO]

11. During the last two weeks, how many days did you arrive at work late?

[00. NONE]

[_____ NUMBER OF DAYS LATE]

[90. "LATE" DOES NOT MEAN ANYTHING TO R; R HAS FLEXIBLE HOURS, NO "REAL" STARTING OR LEAVING TIME]

TURN TO P. 5, Q14

12. Do you <u>ever</u> arrive at work late?

[1. YES] [5. NO]

TURN TO P. 5, Q14

13. Would you say that you are late to work more often than other people at (STUDY EMPLOYER) less often, or about the same?

[1. MORE OFTEN] [3. ABOUT THE SAME] [5. LESS OFTEN] [0. DON'T WORK WITH OTHERS]

14. Other than holidays like Christmas and Labor Day, are you allowed to take off any working days as vacation days with full pay?

1. YES	5. NO

15. Are you allowed to take off any sickleave days <u>with full pay</u>?

1. YES	5. NO

16. Aside from any paid vacation and holidays, how many days of scheduled work have you missed in the past month?

00. NONE

GO TO Q19

_____ NUMBER OF DAYS MISSED

17. How many of these days did you miss just because you didn't feel like going to work that day?

00. NONE

_____ NUMBER OF DAYS MISSED

18. How many of these days did you miss because you were sick?

00. NONE

_____ NUMBER OF DAYS MISSED

19. Would you say that you are absent from work more often than other people you work with, less often, or about the same?

1. MORE OFTEN	3. ABOUT THE SAME	5. LESS OFTEN	0. DON'T WORK WITH OTHERS

20. Could you tell me what problems or difficulties you run into concerning the hours you work, your work schedule, or overtime?

NO PROBLEMS (GO TO Q22)

21. How much of a problem for you (is this/are these things)?
(SHOW CARD 2, BLUE)

1. NO PROBLEM | 2. SLIGHT | 3. SIZEABLE | 4. GREAT

22. On the average day about how long does it take you to get from your home to the place where you report for work?

_____ HOURS AND _____ MINUTES

23. What things concerning your travel to and from work do you consider problems and would like to see changed if possible?

NO PROBLEMS (TURN TO P. 7, Q25)

24. How much of a problem (are these things/is this) for you?
(SHOW CARD 2, BLUE)

1. NO PROBLEM AT ALL | 2. SLIGHT | 3. SIZEABLE | 4. GREAT

25. (JOB DESCRIPTION CARD SORT--GREEN/SALMON CARDS) Here are some cards that describe different aspects of a person's job. I'd like you to put each one below the green card which best reflects how true you feel each is of <u>your</u> job.

(LAY DOWN GREEN ALTERNATIVE CARDS WITH "VERY TRUE" ON R'S LEFT; HAND SALMON CARDS TO R TO SORT. COLLECT CARDS. KEEP UNSORTED CARDS ASIDE.)

QUESTION CARDS IN THE ORDER IN WHICH THEY ARE GIVEN ARE:

I am given enough time to do what others expect of me.

There is always a great deal of work to be done.

My job gives me a chance to do a task from beginning to end.

I can predict what others will expect of me tomorrow.

I am clear what others expect of me on my job.

On my job, whatever situation arises there are procedures for handling it.

I get enough facts and information to work my best.

My job requires that I keep learning new things.

I have an opportunity to find out how well I am doing while I am doing my job.

My job requires a high level of skill.

My job requires a lot of mental effort.

I often have to find new ways of dealing with problems.

My job requires that I be creative.

I use the skills and knowledge I learned at school.

My job lets me do a variety of different things.

On my job, people feel that they are constantly being watched to be sure that they obey all the rules.

I rarely find out from anyone whether I've done my job well or not.

My job requires that I do the same things over and over.

I have a lot to say over what happens on my job.

I have enough authority to do my best.

Most people make their own rules on the job.

My job allows me to make a lot of decisions on my own.

My job is pretty much of a one person job--there is little need for checking or meeting with others.

I have enough freedom as to how I do my work.

I have a lot of control over how well I do my job.

I am able to complete the work I start.

My job requires me to exert a lot of physical effort.

I am given enough machinery and other equipment to do my best.

26. Does your job at any time expose you to what you feel are physical dangers or unhealthy conditions?

[1. YES] [5. NO]

TURN TO P. 9, Q34

27. What are those dangers or unhealthy conditions?

LIST BELOW THE FIRST THREE MENTIONED UNDER Q28, Q30, Q32.

28. DANGEROUS OR UNHEALTHY CONDITION #1 _____

_____

_____

29. (REPEAT CONDITION LISTED ABOVE TO R)
How severe a problem for you is this condition? (SHOW CARD 2, BLUE)

[1. NO PROBLEM AT ALL] [2. SLIGHT] [3. SIZEABLE] [4. GREAT]

30. DANGEROUS OR UNHEALTHY CONDITION #2 _____

_____

_____

31. (REPEAT CONDITION LISTED ABOVE TO R. IF BLANK TURN TO P. 9, Q34.
How severe a problem for you is this condition? (SHOW CARD 2, BLUE)

[1. NO PROBLEM AT ALL] [2. SLIGHT] [3. SIZEABLE] [4. GREAT]

32. DANGEROUS OR UNHEALTHY CONDITION #3 _____

_____

_____

33. (REPEAT CONDITION LISTED ABOVE TO R. IF BLANK TURN TO P. 9, Q34.
How severe a problem for you is this condition? (SHOW CARD 2, BLUE)

[1. NO PROBLEM AT ALL] [2. SLIGHT] [3. SIZEABLE] [4. GREAT]

34. Are the physical conditions at the place where you spend most of your working time as comfortable and pleasant as you would like, or would you like them to be better?

1. R WOULD LIKE IT TO BE BETTER	5. AS COMFORTABLE AS R LIKES

TURN TO P. 10, Q37

35. In what ways aren't they as comfortable or pleasant as you'd like?

_____

_____

_____

_____

_____

36. How much of a problem (does this condition/do these conditions) create for you? (SHOW CARD 2, BLUE)

1. NO PROBLEM AT ALL	2. SLIGHT	3. SIZEABLE	4. GREAT

37. Within the last year have you had any illnesses or injuries you think were caused or made more severe by any job you had during this period at (STUDY EMPLOYER)?

[1. YES] [5. NO]

TURN TO P. 11, Q40

38. What were these illnesses or injuries?
LIST BELOW UNDER ILLNESS OR INJURY.

Illness or injury	Q39 KEPT FROM WORK MORE THAN 2 WEEKS?
a. _____	[1. YES]
_____	[5. NO]
_____	
b. _____	[1. YES]
_____	[5. NO]
_____	
c. _____	[1. YES]
_____	[5. NO]
_____	

39. (ASK FOR EACH ILLNESS OR INJURY LISTED ABOVE) When you had this (illness or injury), did it keep you away from your job for more than two weeks? ENTER RESPONSE IN THE RIGHT COLUMN OF YES-NO BOXES ABOVE.

40. Now I want to find out about <u>all</u> illnesses that you've had in the <u>last year</u>, regardless of whether or not any of them were caused or made more severe by your job. (SHOW CARD 3, TAN)

(INTERVIEWER: IN INTERVIEWING OR EDITING BE SURE TO CHECK "YES" FOR ANY ILLNESS MENTIONED IN Q38 THAT OCCURRED IN THE PAST YEAR)

	YES	NO
a. Have you taken medication for or visited a doctor or hospital for asthma?	1	5
b. . . . hay fever?	1	5
c. . . . bronchitis?	1	5
d. . . . skin trouble?	1	5
e. . . . gall bladder or liver trouble?	1	5
f. . . . stomach ulcers?	1	5
g. . . . trouble with your back or spine?	1	5
h. In the last year have you taken medication for or visited a doctor or hospital for arthritis or rheumatism?	1	5
i. . . . heart disease or any heart trouble?	1	5
j. . . . a stroke	1	5
k. . . . hypertension or high blood pressure?	1	5
l. . . . diabetes?	1	5
m. . . . cancer?	1	5
n. . . . hernia or rupture?	1	5

41. What (other) illnesses have you taken medication for or visited a doctor or hospital for in the last year?

NONE TURN TO P. 12, Q42

42. HAND R QUESTION BOOKLET.

On page 1 of this question booklet there a number of things that describe the way people feel from time to time. Please read each and indicate how often in the last year you felt that way by putting a mark in one of the columns.

R'S RATINGS OF HIS/HER PHYSICAL STATE IN THE ORDER IN WHICH THEY ARE GIVEN ON PAGE 1 OF THE QUESTION BOOKLET ARE LISTED BELOW.

RESPONSE ALTERNATIVES ARE: OFTEN, SOMETIMES, RARELY, NEVER

. . .cramps in your legs

. . . pains in your heart?

. . . tightness or heaviness in your chest?

. . . trouble breathing or shortness of breath?

. . . hands sweating so that they feel damp or clammy?

. . . swollen ankles?

. . . pains in your back or spine?

. . . pains in your stomach?

. . . headaches?

. . . coughing or heavy chest colds?

. . . stiffness, swelling or aching in your joints or muscles?

. . . a poor appetite?

. . . a hangover?

. . . trouble getting to sleep?

. . . trouble staying asleep?

In the last year how often did you feel completely worn out at the end of the day?

. . . find it difficult to get up in the morning?

. . . become tired in a short time?

. . . feel nervous, fidgety, or tense?

. . . feel your heart pouding or racing?

. . . feel flushed?

. . . feel dizzy?

43. (SHOW CARD 4, ORANGE)
Here is a picture of a ladder. It describes how healthy a person is. The top of the ladder represents perfect health, and the bottom of the ladder represents total and permanent disability. Please tell me which step on the ladder indicates how your health has been lately.

_____ NUMBER

44. (SHOW CARD 4, ORANGE)
Which step indicates how your health was five years ago?

_____ NUMBER

45. (SHOW CARD 5, GREEN)
Here is another ladder. This one describes how much pep and energy a person has. The top of the ladder indicates always being full of pep and energy, and the bottom of the ladder represents never having any pep or energy. Please tell me which step on the ladder indicates how much pep and energy you've had lately.

_____ NUMBER

46. (SHOW CARD 5, GREEN)
Which step indicates how much pep and energy you had five years ago?

_____ NUMBER

47. Here are some fringe benefits. Tell me whether or not (STUDY EMPLOYER) makes each available to you or not.

	AVAILABLE	NOT AVAILABLE
a. Medical, surgical, or hospital insurance that covers any illness or injury that might occur to you while <u>off</u> the job	1	5
b. Life insurance that could cover a death occuring for reasons <u>not</u> connected with your job	1	5
c. A retirement program	1	5
d. A training program you can take to improve your skills	1	5
e. Profit sharing	1	5
f. Stock options	1	5
g. Free or discounted meals	1	5
h. Free or discounted merchandise or service	1	5
i. A place for employee's children to be taken care of while their parents are working (day-care center)	1	5
j. Use of a (STUDY EMPLOYER) car or truck to go to and from work	1	5

48. Are there any fringe benefits that you're not getting now that you'd like to be getting?

[1. YES] [5. NO]

GO TO Q51

49. Which one benefit you're not getting now would you most like to be getting?

_____

_____

50. (SHOW CARD 2, BLUE)
How much of a problem for you is not getting this particular fringe benefit?

[1. NO PROBLEM AT ALL] [2. SLIGHT] [3. SIZEABLE] [4. GREAT]

51. How much does your income from your job figure out to be a year, before taxes and other deductions are made?

_____ DOLLARS A YEAR

GO TO Q54

[DON'T KNOW]

52. How often do you get a paycheck on your job?

[12. ONCE A MONTH] [24. TWICE A MONTH] [26. EVERY TWO WEEKS] [52. ONCE A WEEK]

Other (SPECIFY): _____

_____

_____

53. How much do you get paid each pay period for this job, before taxes and other deductions are made?

_____ DOLLARS A PAYCHECK

54. During the last year have your wages from (STUDY EMPLOYER) ever been garnisheed or assigned?

[1. YES] [5. NO]

55. (SHOW CARD 6, WHITE)

Compared to other people at (STUDY EMPLOYER) who do a job similar to yours, how fair is your pay.

1. MUCH LESS THAN I OUGHT TO GET	2. SOMEWHAT LESS THAN I OUGHT TO GET	3. ABOUT THE SAME AS I OUGHT TO GET	4. SOMEWHAT MORE THAN I OUGHT TO GET	5. MUCH MORE THAN I OUGHT TO GET

56. (SHOW CARD 6, WHITE)

Compared to other people at (STUDY EMPLOYER) who do a job different from yours, how fair is your pay?

1. MUCH LESS THAN I OUGHT TO GET	2. SOMEWHAT LESS THAN I OUGHT TO GET	3. ABOUT THE SAME AS I OUGHT TO GET	4. SOMEWHAT MORE THAN I OUGHT TO GET	5. MUCH MORE THAN I OUGHT TO GET

57. (SHOW CARD 6, WHITE)

Compared to other people who do <u>not</u> work at (STUDY EMPLOYER) but who have similar skills to yours, how fair is your pay?

1. MUCH LESS THAN I OUGHT TO GET	2. SOMEWHAT LESS THAN I OUGHT TO GET	3. ABOUT THE SAME AS I OUGHT TO GET	4. SOMEWHAT MORE THAN I OUGHT TO GET	5. MUCH MORE THAN I OUGHT TO GET

58. (SHOW CARD 6, WHITE)

Compared to other people who do <u>not</u> work at (STUDY EMPLOYER) but who have similar education to yours, how fair is your pay?

1. MUCH LESS THAN I OUGHT TO GET	2. SOMEWHAT LESS THAN I OUGHT TO GET	3. ABOUT THE SAME AS I OUGHT TO GET	4. SOMEWHAT MORE THAN I OUGHT TO GET	5. MUCH MORE THAN I OUGHT TO GET

59. Is there any group of people at (STUDY EMPLOYER) that you think of as your co-workers--people whom you see just about every day and with whom you have to work closely in order to do your job well?

1. YES → 5. NO

TURN TO P. 19, Q68

60. About how many people are there in this group?

_____ PEOPLE

61. I know it's hard to talk about a whole group of people like this. But I'd like to get your general views about the people in this group.

(SHOW CARD 7, YELLOW)	GREAT, COULDN'T BE BETTER	PRETTY GOOD, BUT SOME COULD BE BETTER	NOT VERY GOOD, BUT SOME PRETTY GOOD	NOT VERY GOOD
a. How well do you feel they help each other on the job-- --are they great at it, and couldn't be better, --are they generally pretty good, at it, but some could be better, --are they generally not very good, at it, but some are pretty good, --or are they generally not very good at it?	1	2	3	4
b. How well do you feel they use new ideas on their jobs?	1	2	3	4
c. . . . get along together?	1	2	3	4
d. . . . react to unusual or unexpected demands made of them?	1	2	3	4
e. . . . get done what they all set out to do?	1	2	3	4
f. . . . stick together	1	2	3	4
g. . . . share with you and among themselves news about important things that happen at (STUDY EMPLOYER)?	1	2	3	4
h. . . . do their own jobs	1	2	3	4
i. How good are they about giving you the help you need to do your job well?	1	2	3	4
j. How ready are they to defend each other from criticism by outsiders?	1	2	3	4

62. Does how much these people <u>respect</u> you depend a lot, somewhat, or not at all on how well you do your job?

[1. A LOT] [2. SOMEWHAT] [3. NOT AT ALL]

63. Does how much these people <u>like</u> you depend a lot, somewhat, or not at all on how well you do your job?

[1. A LOT] [2. SOMEWHAT] [3. NOT AT ALL]

64. When you do something on your job especially well, do any of them ever compliment you personally for it?

[1. YES] [5. NO]

GO TO Q66

65. Do they compliment you <u>often</u> when you do something especially well?

[1. YES, OFTEN] [5. NO]

66. Suppose you did something <u>badly</u> on your job. Would any of them criticize you for it?

[1. YES] [5. NO]

TURN TO P. 19, Q68

67. Would a lot of them criticize you or only a few of them?

[1. A LOT] [5. ONLY A FEW]

68. Is there one person you think of as your immediate supervisor or boss--someone who is directly over you?

1. YES

69. Is that person a man or woman?

1. MAN 5. WOMAN

(INTERVIEWER: PHRASE REMAINING "SUPERVISOR" QUESTIONS USING APPROPRIATE SEX OF SUPERVISOR)

70. What is his/her name?

NAME: _____

5. NO

71. Is there anyone who you have contact with that could be considered a supervisor, or someone who lets you know what you have to do?

1. YES 5. NO

TURN TO P. 21, Q75

72. Is that person a man or a woman?

1. MAN 5. WOMAN

(INTERVIEWER: PHRASE REMAINING "SUPERVISOR" QUESTIONS USING APPROPRIATE SEX OF SUPERVISOR)

73. What is his/her name _____

_____

Let's consider him/her to be your supervisor for the purpose of this interview.

74. On page 2 of your question booklet there are some statements which might describe your supervisor. Please tell me how true each statement is of him or her by putting mark in one of the columns.

R'S RATINGS OF HIS/HER SUPERVISOR IN THE ORDER THEY ARE GIVEN ON PAGE 2 OF THE QUESTION BOOKLET ARE LISTED BELOW.

RESPONSE ALTERNATIVES ARE: NOT AT ALL TRUE, A LITTLE TRUE, SOMEWHAT TRUE, VERY TRUE

stands up to outsiders for the people he/she supervises

gets the things I need

encourages the people who work for him/her to work as individuals rather than as a team

encourages the people who work for him/her to exchange opinions and ideas

takes a personal interest in those he/she supervises

keeps informed about the way his/her people think and feel about things

goes out of his/her way to praise good work

criticizes people if they perform poorly

insists that those under him/her work hard

knows his/her own job well

maintains high standards of performance in his/her own work

lets those he/she supervisrs alone unless they want help

encourages those he/she supervises to develop new ways of doing things

gives everyone equal opportunity without favoritism

thinks well of people who do their jobs well

lets his/her subordinates know how well they are doing their jobs

has a low opinion of people who don't do well on their jobs

works to get rewards for subordinates who perform well

has a lot of influence with his/her own supervisor

75. In the last year have you made any suggestions to your supervisor or someone else at (STUDY EMPLOYER) on how work methods or procedures could be improved on your job?

[1. YES] [5. NO]

TURN TO P. 22, Q79

76. How long ago was the last time this happened?

_____ MONTHS, _____ WEEKS AGO, _____ DAYS AGO

77. Was your suggestion followed?

[1. YES] [5. NO] [8. THE SUGGESTION IS STILL BEING CONSIDERED]

78. What did you suggest?

_____

_____

_____

_____

_____

79. Do you supervise anybody as part of your job?

1. YES	5. NO
	TURN TO P.23, Q81

80. About how many people do you supervise directly?

_____ PEOPLE

PREPARE R'S INDIVIDUALIZED SUPERVISOR'S DESCRIPTION FOLDER FOR MAILBACK, BUT DO NOT GIVE IT TO HIM/HER UNTIL THE END OF INTERVIEW:

1. WRITE RESPONDENT NUMBER IN "FOLDER NUMBER" LINE ON FRONT OF FOLDER
2. INSERT ABOUT HALF AGAIN AS MANY DESCRIPTION SHEETS AS R INDICATES THAT HE/SHE HAS SUBORDINATES IN Q80

81. (SHOW CARD 8, BLUE)
Here are some statements that might describe how the speed of your work is determined. Please tell me how true each statement is of your job--not at all true, a little true, somewhat true, or very true.

The speed at which you work is set by:	NOT AT ALL TRUE	A LITTLE TRUE	SOMEWHAT TRUE	VERY TRUE
a. Yourself	1	2	3	4
b. Your workgroup	1	2	3	4
c. Your immediate supervisor	1	2	3	4
d. The flow of work from other groups or departments	1	2	3	4
e. The customers or clients/patients	1	2	3	4
f. The speed of a machine or machine you work with	1	2	3	4

82. (JOB SATISFACTION CARD SORT--BLUE/CHERRY CARDS) You've already told me a lot about how things <u>are</u> on the job. Next I'd like to find out more about how you <u>feel</u> about your job and yourself at work.

First, how satisfied are you with each of these different things about your job?

LAY DOWN BLUE ALTERNATIVE CARDS WITH "VERY SATISFIED" ON R'S LEFT. HAND R CHERRY CARDS TO SORT. COLLECT CARDS. KEEP UNSORTED CARDS ASIDE.

QUESTION CARDS IN THE ORDER IN WHICH THEY ARE GIVEN ARE:

The friendliness of the people I work with
How much of a chance my job gives me to make friends
The competence of the people I work with
My chances for a promotion
The helpfulness of the people I work with
How friendly and helpful the people I work with are
The helpfulness of my supervisor in getting the job done
The opportunities on my job to develop my special abilities
The extent to which the people I work with are interesting
The convenience of travel to and from work
The friendliness of my supervisor
The amount of help and equipment I am given to get the job done
How concerned my employer is about giving everyone a chance to get ahead
My not being asked to do excessive amounts of work
How much the people I work with take an interest in me
How interesting my work is
The fairness with which promotions are handled
The amount of information I have to get the job done
How successful my supervisor is in getting people to work together
My pay
My hours that I work
How much freedom I am given to decide how to do my work
How free I am from conflicting demands that other people make of me
The extent to which my job gives me a chance to do the things I do best
The concern my supervisor shows for the welfare of those under him/her
My job security
The amount of time I have to get the job done
The difficulty of the problems I am asked to solve
The extent to which I can forget about personal problems while at work
The competence of my supervisor in doing his/her job
The extent to which I can see the results of my work
The physical surroundings on my job
My fringe benefits
How clearly my responsibilities are defined
How much authority I have to do my job

83. All in all, how satisfied would you say you are with your job--very satisfied, somewhat satisfied, not too satisfied, or not at all satisfied?

4. VERY SATISFIED	3. SOMEWHAT SATISFIED	2. NOT TOO SATISFIE	1. NOT AT ALL SATISFIED

84. In general, how well would you say that your job measures up to the sort of job you wanted when you took it? Would you say it is very much like, somewhat like, or not very much like the job you wanted when you took it?

1. VERY MUCH LIKE	3. SOMEWHAT LIKE	5. NOT VERY MUCH LIKE

85. Knowing what you know now, if you had to decide all over again whether to take the job you now have, what would you decide? Would you decide without any hesitation to take the same job, would you have some second thoughts, or would you decide definitely not to take the same job?

5. DECIDE WITHOUT HESITATION TO TAKE SAME JOB	3. HAVE SOME SECOND THOUGHTS	1. DECIDE DEFINITELY NOT TO TAKE THE JOB

86. (PHRASE IN SAME SEX AS R). If a good friend of yours told you (he/she) was interested in working in a job <u>like</u> yours, what would you tell (him/her) Would you strongly recommend this job, would you have doubts about recommending it, or would you strongly advise (him/her) against this sort of job?

5. STRONGLY RECOMMEND IT	3. HAVE DOUBTS ABOUT RECOMMENDING IT	1. ADVISE HIM/HER AGAINST IT

87. Taking everything into consideration, how likely is it that you will make a genuine effort to find a new job with another employer within the next year--very likely, somewhat likely, or not at all likely?

1. VERY LIKELY	3. SOMEWHAT LIKELY	5. NOT AT ALL LIKELY

88. If you were free to go into any type of job you wanted, what would your choice be?

1. SAME AS R HAS NOW	3. R WOULD WANT TO RETIRE OR NOT WORK	5. R SPECIFIED SOME JOB OTHER THAN HIS/HER PRESENT JOB	8. DON'T KNOW

SPECIFY OCCUPATION: _____

89. What is the level of school or college you feel is needed by a person in your job?

- 0. None
- 1. Some grade school (grades 1 to 7)
- 2. Completion of grade school (grade 8)
- 3. Some high school (grades 9 to 11)
- 4. Graduation from high school (grade 12)
- 5. Some college (grades 13 to 15)
- 6. College degree (grade 16)
- 7. Graduate or professional training

90. Through your previous experience and training do you have some skills that you would <u>like</u> to be using in your work but can't use on your present job?

1. YES → 91. What skills are those? _____

5. NO → TURN TO P. 27, Q92

92. How useful and valuable will your present job skills be five years from now--will they be very useful and valuable, somewhat, a little, or not at all useful and valuable?

1. NOT AT ALL USEFUL AND VALUABLE	2. A LITTLE USEFUL AND VALUABLE	3. SOMEWHAT USEFUL AND VALUABLE	4. VERY USEFUL AND VALUABLE

93. Right now about how easy would it be for you to find a job with another employer with approximately the same income and fringe benefits you now have? Would you say very easy, somewhat easy, or not easy at all?

1. NOT EASY AT ALL	3. SOMEWHAT EASY	5. VERY EASY	8. DON'T KNOW

94. Are there quite a few workers in this (geographical) area who have your experience, training and skills or is there a shortage of people like yourself?

1. QUITE A FEW	5. SHORTAGE	8. DON'T KNOW

95. How likely is it that in the next few years machines or computers will be doing a lot of the things you now do on your job? Is it very likely, somewhat, a little, or not at all likely?

1. VERY LIKELY	2. SOMEWHAT LIKELY	3. A LITTLE LIKELY	4. NOT AT ALL LIKELY

TURN TO P. 28, Q97

96. If this happens, would you be out of a job, or would your employer find something else for you to do, or would your job just be adapted to the machine or computer, or what?

1. OUT OF JOB	2. SOMETHING ELSE WITH SAME EMPLOYER	3. JOB ADAPTED TO MACHINE OR COMPUTER

OTHER (SPECIFY)_____

_____

_____

97. Of course, the future is uncertain, but approximately how many years or months do you think it will be before you are given a chance to take on a job at a higher level at (STUDY EMPLOYER)?

_____ YEARS OR _____ MONTHS | 8. NEVER

98. Approximately when would you <u>like</u> to take on a job at a higher level at (STUDY EMPLOYER)?

1. IMMEDIATELY | _____ YEARS OR _____ MONTHS | 8. NEVER

99. Some people are completely involved in their job--they are absorbed in it night and day. For other people, their job is simply one of several interests. How involved do you feel in your job--very little, slightly, moderately, or strongly involved?

1. VERY LITTLE | 2. SLIGHTLY | 3. MODERATELY | 4. STRONGLY

100. Would you say you work harder, less hard, or about the same as other people doing your type of work?

5. WORK HARDER | 3. ABOUT THE SAME | 1. WORK LESS HARD

101. How often do you do some extra work for your job which isn't required of you? Would you say you do this often, sometimes, rarely, or never?

4. OFTEN | 3. SOMETIMES | 2. RARELY | 1. NEVER

102. On page 3 of your question booklet there are some things listed that could happen when you do your job especially well. For each, please make a mark in the column that best indicates how likely you think it is that each may happen when you do your job well.

R'S RATINGS IN THE ORDER THEY ARE GIVEN ON PAGE 3 OF ANSWER BOOKLET ARE LISTED BELOW.

RESPONSE ALTERNATIVES ARE: ALMOST CERTAIN, LIKELY, NOT AT ALL LIKELY

I will be offered a better job at the place where I work
I will get a good feeling that I've really done something important and useful
I will get a bonus or a pay increase
I will feel tired at the end of the day
I will be expected or asked to do even more and better work in the future
I will get sick or be hurt
I will get <u>less</u> help or equipment in the future than I have now
I will get <u>more</u> help or equipment in the future than I have now
I will have more freedom in the future to do my work exactly as I want to
I will be even surer than I am now that I wasn't going to lose my job in the future.

103. When you do your job especially well, what is the one thing that you'd <u>most</u> like to have happen as a result?

_____

_____

_____

104. How often <u>does</u> this actually happen when you do something especially well--often, sometimes, rarely, or never?

1. OFTEN	2. SOMETIMES	3. RARELY	4. NEVER

105. Suppose that you <u>didn't</u> do an especially good job, started making some mistakes, or began to fall behind in your work.

	ALMOST CERTAIN	LIKELY	NOT AT ALL LIKELY
a. Were this to happen, do you think that it's almost certain, likely or not at all likely that you'd be fired very soon?	1	2	3
b. . . . that you'd be among the first to be fired or laid off later?	1	2	3
c. . . . that you wouldn't be promoted or given a better job?	1	2	3
d. . . . that you'd be fined or have your pay docked in some way?	1	2	3

106. On page 4 of your question booklet are some words and phrases which ask you how you see yourself in your work. For example, if you think that you are very "successful" in your work put a mark in the box right next to the word "successful." If you think that you are not at all successful in your work put a mark in the box right next to the words "not successful." If you think you are somewhere in between, put a mark where you think it belongs. Put a mark in one box on every line.

PAGE AS IT APPEARS TO R IS AS FOLLOWS:

a.	SUCCESSFUL	1	2	3	4	5	6	7	NOT SUCCESSFUL
b.	DO NOT KNOW MY JOB WELL	1	2	3	4	5	6	7	KNOW MY JOB WELL
c.	IMPORTANT	1	2	3	4	5	6	7	NOT IMPORTANT
d.	DOING MY BEST	1	2	3	4	5	6	7	NOT DOING MY BEST
e.	SAD	1	2	3	4	5	6	7	HAPPY
f.	WORKING MY HARDEST	1	2	3	4	5	6	7	NOT WORKING VERY HARD

107. On the next page, page 5 of the booklet, we ask you to tell us about how you feel when you think about yourself at work.

Please put a mark in the column that best tells us how often you feel each of these ways at work.

R'S RATINGS IN THE ORDER THEY ARE GIVEN ON PAGE 5 OF ANSWER BOOKLET ARE LISTED BELOW.

RESPONSE ALTERNATIVES ARE: OFTEN, RARELY, SOMETIMES, OR NEVER?

I feel down-hearted and blue
I get tired for no reason
I find myself restless and can't keep still
I find it easy to do the things I used to do
My mind is as clear as it used to be
I feel hopeful about the future
I find it easy to make decisions
I am more irritable than usual
I still enjoy the things I used to
I feel that I am useful and needed

108. All in all, what do you feel is the single biggest problem or difficulty you face on your job?

NOTHING, NO PROBLEM

_____

_____

_____ _____

_____

_____

ENTER HERE THE TIME IT IS NOW: _____

109. Now we'd like to know not how you feel about your job but how you feel about your life in general and how interested and active you are in a lot of different things.

On page 6 of your question booklet are some words and phrases that describe how you may feel about your present life in general. Put a mark in one box on every line that best describes how you feel.

PAGE AS IT APPEARS TO R IS AS FOLLOWS:

a.	BORING	1	2	3	4	5	6	7	INTERESTING
b.	ENJOYABLE	1	2	3	4	5	6	7	MISERABLE
c.	EASY	1	2	3	4	5	6	7	HARD
d.	USELESS	1	2	3	4	5	6	7	WORTHWHILE
e.	FRIENDLY	1	2	3	4	5	6	7	LONELY
f.	FULL	1	2	3	4	5	6	7	EMPTY
g.	DISCOURAGING	1	2	3	4	5	6	7	HOPEFUL
h.	TIED DOWN	1	2	3	4	5	6	7	FREE
i.	DISAPPOINTING	1	2	3	4	5	6	7	REWARDING
j.	BRINGS OUT THE BEST IN ME	1	2	3	4	5	6	7	DOESN'T GIVE ME MUCH OF A CHANCE

110. Next I'd like to know how you pass your time when you're not working. First, which, if any, of the clubs or groups or organizations on this list do you belong to?

SHOW CARD 9, YELLOW

CHECK ALL TO WHICH R BELONGS.

IN EDITING INDICATE ALSO ALL THOSE TO WHICH R DOES NOT BELONG.

	BELONG	NOT BELONG
a. sports club or team	1	5
b. social or card-playing group	1	5
c. church or synagogue	1	5
d. church- or synagogue-connected group or association	1	5
e. lodge, fraternity, sorority, or veteran's organization	1	5
f. labor union	1	5
g. a co-operative	1	5
h. nationality, ethnic, or racial association	1	5
i. professional association	1	5
j. social welfare or charity group	1	5
k. parents-teachers association	1	5
l. youth groups, like being a Girl Scout leader or a little league coach	1	5
m. country club	1	5
n. community center	1	5
o. discussion group	1	5
p. neighborhood or community improvement group	1	5
q. political club or organization	1	5

111. What clubs, groups, or organizations do you belong to that aren't on that yellow sheet?

1. R MENTIONS ONE OR MORE OTHER	5. NONE

TURN TO P. 33, Q112

SPECIFY THESE "OTHER" CLUBS, GROUPS, OR ORGANIZATIONS:

r. OTHER: _____

s. OTHER: _____

t. OTHER: _____

112. (SHOW CARD 10, WHITE)

	WITHIN THE LAST COUPLE OF DAYS	ABOUT A WEEK AGO	ABOUT TWO WEEKS AGO	ABOUT A MONTH AGO	A FEW MONTHS AGO	ABOUT A YEAR AGO	NOT IN THE LAST YEAR
a. When was the last time you went to the movies?	1	2	3	4	5	6	7
b. . . . went to a sports event?	1	2	3	4	5	6	7
c. . . . played some sport yourself?	1	2	3	4	5	6	7
d. . . . ate in a restaurant?	1	2	3	4	5	6	7
e. . . . went to a bar or nightclub?	1	2	3	4	5	6	7
f. . . . went shopping for something besides groceries?	1	2	3	4	5	6	7
g. . . . went to a play or concert?	1	2	3	4	5	6	7
h. . . . went to a fair, exhibit, or museum?	1	2	3	4	5	6	7
i. . . . went to a class, talk, or lecture?	1	2	3	4	5	6	7
j. When was the last time you got in touch with any relatives, not counting those who live with you?	1	2	3	4	5	6	7
k. . . . got together with any friends other than your relatives--like going out together or visiting each other's homes?	1	2	3	4	5	6	7
l. . . .chatted on the telephone with friends?	1	2	3	4	5	6	7

QUESTION CONTINUED ON NEXT PAGE

112. (CONTINUED)

	WITHIN THE LAST COUPLE OF DAYS	ABOUT A WEEK AGO	ABOUT TWO WEEKS AGO	ABOUT A MONTH AGO	A FEW MONTHS AGO	ABOUT A YEAR AGO	NOT IN THE LAST YEAR
m. When was the last time you made a repair or fixed something around your house or apartment?	1	2	3	4	5	6	7
n. . . . sewed, embroidered, or did some other type of needlework?	1	2	3	4	5	6	7
o. . . . finished reading a book?	1	2	3	4	5	6	7
p. . . . read a whole article in a magazine?	1	2	3	4	5	6	7
q. . . . played cards or some other indoor game?	1	2	3	4	5	6	7
r. When was the last time you worked on some hobby of yours?	1	2	3	4	5	6	7
s. . . . went hunting or fishing?	1	2	3	4	5	6	7
t. . . . met and talked with any people--other than those you met at work--that you had never met before?	1	2	3	4	5	6	7
u. . . . went out with your family (RECORD "R HAS NO FAMILY" AS "NOT IN THE LAST YEAR"	1	2	3	4	5	6	7
v. . . . went for a ple pleasure trip in your car or drove to somewhere where you could enjoy yourself?	1	2	3	4	5	6	7

113. What was the furthest you traveled from your home in the last two weeks for any reason at all?

ABOUT _____ MILES

114. Last summer how often did you . . .

	A LOT OF TIMES	ONCE IN A WHILE	NEVER
a. . . . go camping or hiking--a lot of times, once in a while, or never?	1	2	3
b. . . . go swimming or boating or do some other kind of water sports?	1	2	3
c. . . . garden or work around the yard?	1	2	3

115. Speaking of what's been going on this summer and fall, we know that some people don't pay much attention to political campaigns and some do. Would you say you say you've been very interested, somewhat interested, or not much interested in this year's political campaigns?

[1. VERY INTERESTED] [3. SOMEWHAT INTERESTED] [5. NOT MUCH INTERESTED]

116. Are you registered to vote?

[1. YES] [5. NO]

GO TO Q 118

117. (Did you/do you plan to) vote in November?

[1. YES] [5. NO]

118. Since you were old enough to vote have you voted in all, most, a few, or none of the presidential elections?

[1. ALL] [2. MOST] [3. A FEW] [4. NONE] [8. HAVEN'T BEEN ELIGIBLE TO VOTE BEFORE]

119. About how many people are there whom you consider your close friends--not counting your relatives or neighbors?

00. NONE

GO TO Q121

_____ FRIENDS

120. How many of these friends do you know from or did you first meet at (STUDY EMPLOYER)?

00. NONE

_____ FRIENDS

121. About how many neighbors around here do you know well enough to visit with?

_____ NEIGHBORS (OR THEIR FAMILIES)

122. In general, how satisfying do you find the ways you're spending your life these days? Would you call it completely satisfying, pretty satisfying, or not very satisfying?

1. COMPLETELY SATISFYING

3. PRETTY SATISFYING

5. NOT VERY INTERESTING

123. Taking all things together, how would you say things are these days? Would you say you're very happy, pretty happy, or not too happy these days?

1. VERY HAPPY

3. PRETTY HAPPY

5. NOT TOO HAPPY

124. On pages 7 and 8 of the question booklet there are some pairs of statements. Please read each pair and check the box next to the statement that you believe most.

QUESTIONS IN ORDER IN WHICH THEY APPEAR IN ANSWER BOOKLET ARE:

I believe that:

a. I can usually make my plans work, if I really try.

OR

Good or bad luck usually determines if my plans work.

b. What happens to me is usually my own doing.

OR

I don't have much choice about what happens to me.

c. Becoming a success is a matter of hard work; luck has little or nothing to do with it.

OR

Getting a good job depends mainly on being in the right place at the right time.

d. People doing jobs similar to mine should be paid according to how well each does his or her job.

OR

People doing jobs similar to mine should all be paid the same.

e. Knowing the right people is important in deciding whether a person will get ahead.

OR

People will get ahead in life if they have the goods and do a good job; knowing the right people has nothing to do with it.

f. People who don't do well in life often work hard, but the breaks just don't come their way.

OR

Some people just don't use the breaks that come their way. If they don't do well, it's their own fault.

g. I have often found that what is going to happen will happen.

OR

Trusting to fate has never turned out as well for me as making a decision to take a definite course of action.

125. (TRUE-FALSE CARD SORT--WHITE/CANARY CARDS) Here are some cards that might describe your life as you see it. Put each card below either the "true" or the "false" card, depending on whether you think the statement is mostly true or mostly false.

(LAY DOWN WHITE CARDS IN FRONT OF R WITH "TRUE" ON R'S LEFT; HAND CANARY CARDS TO R TO SORT. COLLECT CARDS. KEEP UNSORTED CARDS ASIDE.)

QUESTION CARDS IN THE ORDER IN WHICH THEY ARE GIVEN TO R ARE:

I enjoy having to adapt myself to new and unusual situations.

I think that any experience is much more significant when shared with a friend.

I have never deliberately said something that hurt someone's feelings.

I usually want the person who is in charge of a group I am in to tell me what to do.

I strongly disliked having to change my plans in the midst of an undertaking.

I am always courteous, even to people who are disagreeable.

I prefer independent work to cooperative effort.

I think that the leaders of organizations to which I belong have every right to expect me to conform to many things.

I usually change my own opinions when many other people have a different point of view.

I never hesitated to go out of my way to help someone in trouble.

I am much more attracted to warm, open people than I am to shy, reserved ones.

I especially dislike being told by a superior to do something that is contrary to my wishes.

I often become so wrapped up in something I am doing that I find it difficult to turn my attention to other matters.

I sometimes feel resentful when I do not get my way.

If I had to choose between the two, I would rather be considered intelligent that sociable.

It is important for me to feel that I can run my life without depending upon people who are older and more experienced than I am.

An expert who doesn't come up with a definite answer probably doesn't know too much.

There have been times when I was quite jealous of the good fortune of others.

It is a lot more fun to tackle a complicated problem than to solve a simple one.

A good job is one where what is to be done and how it is to be done are always clear.

Many of our most important decisions are based upon insufficient information.

What we are used to is always preferable to what is unfamiliar.

On occasion I have had doubts about my ability to succeed in life.

Supervisors who hand out vague assignments give a good chance for one to show initiative and originality.

People who insist upon a yes or no answer just don't know how complicated things really are.

There is really no such thing as a problem that can't be solved.

126. Finally, I'd like to get some background information about you and your family. First, are you married, widowed, separated, divorced, or have you never been married?

1. MARRIED	2. WIDOWED	3. SEPARATED	4. DIVORCED	5. NEVER MARRIED

127. What was the highest grade of school or year of college you completed?

GRADE SCHOOL, HIGH SCHOOL

00 01 02 03 04 05 06 07 08 09 10 11 12

GO TO Q131

COLLEGE

13 14 15 16 17+

128. Did you get a high school graduation diploma or pass a high school equivalency test?

YES NO

GO TO Q 131

129. Do you have a college degree?

YES NO

GO TO Q131

130. What degree is that?

_____

131. What was the highest grade of school or year of college <u>your father</u> completed?

88. DON'T KNOW (TURN TO P. 40, Q135)

GRADE SCHOOL, HIGH SCHOOL

00 01 02 03 04 05 06 07 08 09 10 11 12

TURN TO P. 40, Q135

COLLEGE

13 14 15 16 17+

132. Did he get a high school graduation diploma or pass a high school equivalency test?

YES NO

TURN TO P40, Q135

133. Did he have a college degree?

YES NO

TURN TO P. 40, Q135

134. What degree was that?

_____

135. What was the highest grade of school or year of college your mother completed?

88. DON'T KNOW (GO TO Q138)

00 01 02 03 04 05 06 07 08 09 10 11 12

GO TO Q139

13 14 15 16 17+

136. Did she get a high school graduation diploma or pass a high school equivalency test?

YES NO

GO TO Q139

137. Did she have a college degree?

YES NO

GO TO Q139

138. What degree was that?

_____

139. How old were you on your last birthday?

_____ YEARS OLD

140. Do you presently have any other jobs or do any other work for pay outside of (STUDY EMPLOYER)?

1. YES

5. NO

GO TO Q142

141. About how many hours a week on the average do you work for pay outside of (STUDY EMPLOYER)?

_____ HOURS

142. Are there any other people in your immediate family living here who work?

1. YES

5. NO

TURN TO P. 41, Q144

143. Are you the major wage earner in your immediate family living here?

1. YES 5. NO

144. BRIEF R ON HIS/HER SUBSEQUENT ON-THE-JOB OBSERVATIONS

SUGGESTED BRIEFING:

That finishes our interview for (today/tonight). But one of the main aims of our study is to use different methods to find out about working conditions and what happens to people at work. (Today's/Tonight's) interview will give us <u>one</u> kind of such information about <u>your</u> job.

We will be getting more information by actually <u>watching</u> you a few times as you go about your normal work at (STUDY EMPLOYER). This will help us to understand better the meaning of many of the things you told me (today/tonight).

A few weeks from now somebody else from our Survey Research Center staff will be at (STUDY EMPLOYER) to look at your working conditions for an hour or so. Then in the days to follow you'll be observed three other times by either the same or a different person.

These <u>won't</u> be interviews. Our staff member won't be there to talk with you but just to look at the sorts of things you do during the day and to look at the layout and working conditions in the part of (STUDY EMPLOYER) where you work. The only talking will be a hello, a goodbye, and maybe the two of you might say a word or two in agreeing that the winter weather in (CITY) is terrible.

The information about where, when, and for whom you work that we already have from (STUDY EMPLOYER) might happen to be out of date. Because of this, just let me check a couple of things with you.

GO TO PAGE 2 OF COVER SHEET AND ASK QUESTIONS 11-15.

CHECK BOX A

1. R SUPERVISES SOMEONE; SUPERVISOR'S BOOKLET PREPARED AFTER Q80

5. R SUPERVISES NO ONE; NO SUPERVISOR'S BOOKLET PREPARED

END OF INTERVIEW

145. GIVE TO R:
1. SUPERVISOR'S BOOKLET
2. PREPAID FIELD OFFICE ENVELOPE

One of the most important concerns of our study is finding out those working conditions that make people happiest on their jobs and help them to do their jobs as well as they really would like to. For this reason it is very important that we know who is doing well and who may not be working quite up to par. One of the best ways we can find this out is by asking their supervisors.

As someone who supervises somebody else you can help us a lot by letting us know your personal evaluations of and reactions to each of the people you supervise directly.

In order to describe (him/her/all of them) accurately to us, you may need more time than we have (today/tonight).

For this reason we've made up this folder of pages for you to fill out when you have the time. We'd like you to do it in the next week or so and mail it back to us in the prepaid envelope.

The inside cover of this folder tells you how the description sheets should be filled out.

On each sheet just write the name of the person you are describing at the top and fill out the rest of the page.

When you're done, put it in the envelope I gave you and mail it back to us. You don't have to put any stamps on the envelope because it's all prepaid at our end.

I'll give you more pages than you may possibly need--just in case after a second thought you may have forgotten to mention someone you supervise.

INTERVIEWER OBSERVATION

146. R's sex: [1. Male] [2. Female]

147. R's race: [1. White] [2. Black] [7. Other]

148. R's weight: [1. Obese] [2. Overweight] [3. Just right] [4. Underweight] [5. Skinny]

149. About how tall is R? _____ FEET _____ INCHES

150. Did R have any speech defects or other difficulty in speaking that made it hard for you to understand him/her?

[5. NO] [1. YES] SPECIFY: _____

_____

_____

_____

151. Rate R's apparent intelligence.

[5. VERY HIGH] [4. ABOVE AVERAGE] [3. AVERAGE] [2. BELOW AVERAGE] [1. VERY LOW]

152. Does R have any obvious disfigurements, missing limbs, or habits that could make it difficult for him/her to get a job?

_____

_____

_____

153. Repeat Listing Box from cover sheet.

LISTING BOX

(a) Household members by relationship to R	(b) Sex	(c) Age	(d) Working 20 hrs. or more per week for pay
1. Respondent			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			

THUMBNAIL SKETCH

APPENDIX B

INTERVIEW SCHEDULE - PHASE II

EFFECTIVENESS IN WORK ROLES STUDY, PHASE II

Study 462340
FALL, 1974

SURVEY RESEARCH CENTER
INSTITUTE FOR SOCIAL RESEARCH
THE UNIVERSITY OF MICHIGAN
ANN ARBOR, MICHIGAN 48106

INTERVIEWER'S LABEL

Respondent No. _____

SUGGESTED INTRODUCTION

The Survey Research Center of The University of Michigan is studying the working conditions of American workers. They are interested in all aspects of people's work: the type of work they do, the pay they get, the problems they face, their satisfaction with their work, and the effects of their work on their physical and economic well being.

About a year ago you might have cooperated in a study designed to help improve the conditions under which people work. The study is now being repeated to provide further information that will assist in the achievement of this goal.

Some of the questions that appear unrelated to your job experience are designed to provide information about the impact that outside life experiences have on the reactions to the job, and vice versa. Some questions might appear repetitive to you. They are, however, intended to supply information that will give us as complete and accurate a picture of your job as possible.

Only people like yourself can give us the information we need. Answers to all questions are voluntary and they will be kept completely confidential. Information that might identify you will never be seen by anyone outside the University of Michigan research staff.

ENTER HERE STARTING TIME OF INTERVIEW: _____

1. If you had enough money to live as comfortably as you'd like, would you continue to work?

1. YES	5. NO	1:16
		☐

2. (SHOW CARD 1, RED) Here are some things a person may or may not look for in <u>any</u> job. People differ a lot in terms of which of these things they want more. We would like to know how <u>desirable</u> each of these is <u>to you</u> in any job.

In any job how desirable to you is it:	A VERY DESIRABLE	B SOMEWHAT DESIRABLE	C A LITTLE DESIRABLE	D NOT AT ALL DESIRABLE	
a. . . . that you have a chance to develop your own special abilities at work?	4	3	2	1	1:17
b. . . . that your pay is good?	4	3	2	1	1:18
c. . . . that you get a sense of accomplishment from your work?	4	3	2	1	1:19
d. . . . that you are given enough freedom to decide how to do your own work?	4	3	2	1	1:20
e. . . . that you can see the results of your work?	4	3	2	1	1:21
f. . . . that the people you work with are friendly?	4	3	2	1	1:22
g. . . . that your physical surroundings are pleasant at work?	4	3	2	1	1:23
h. In <u>any</u> job, how desirable to you is it that your job security is good?	4	3	2	1	1:24
i. . . . that your fringe benefits are good?	4	3	2	1	1:25
j. . . . that the people you work with are helpful?	4	3	2	1	1:26
k. . . . that your hours are good?	4	3	2	1	1:27

In any job how desirable to you is it:	A VERY DESIRABLE	B SOMEWHAT DESIRABLE	C A LITTLE DESIRABLE	D NOT AT ALL DESIRABLE	
l. . . . that you are free from conflicting demands that other people might make of you at work?	4	3	2	1	1:28
m. . . . that you receive enough help and equipment to get your job done?	4	3	2	1	1:29
n. . . . that your work is interesting?	4	3	2	1	1:30
o. In any job, how desirable to you is it that you use your skills and abilities on the job?	4	3	2	1	1:31
p. . . . that you have lots of chances to be with other people at work?	4	3	2	1	1:32
q. . . . that you have a chance to do the things you do best?	4	3	2	1	1:33
r. . . . that you have a chance to take part in making decisions?	4	3	2	1	1:34

3. Now let's talk about your present job. What is your job at (STUDY EMPLOYER)?

JOB: _____

INTERVIEWER: FOR PEOPLE WHO WERE IN THE SAMPLE LAST TIME, ASK Q4A. FOR NEW RESPONDENTS, ASK Q4B. REFER TO THE COVER SHEET FOR THE STATUS OF THE RESPONDENT. IF THE RESPONDENT DOES NOT REMEMBER WHAT HIS PREVIOUS JOB WAS, YOU MAY READ HIM THE OLD JOB TITLE FROM THE COVER SHEET.

4a. Did you have the same job with the same employer when you were first interviewed by us last time? By the same job, we mean the same official job title and position.

1. YES	5. NO	
GO TO Q5	GO TO Q11, P5	1:35 ☐

4b. Did you have the same job with the same employer 18 months ago?

1. YES	5. NO	
	GO TO Q9, P5	1:36 ☐

5. (Show CARD 2, YELLOW) During these last 18 months has there been a major change for the worse, no major change, or a major change for the better on your job regarding . . .

	MAJOR CHANGE FOR WORSE	NO MAJOR CHANGE	MAJOR CHANGE FOR BETTER	
a. . . . your hours?	1	2	3	1:37
b. . . . how hard you have to work?	1	2	3	1:38
c. . . . how interesting your work is?	1	2	3	1:39
d. . . . the physical surrounding where you work?	1	2	3	1:40
e. . . . your chances for promotion?	1	2	3	1:41
f. . . . the quality of help, information or equipment you get to do your job?	1	2	3	1:42
g. . . . how much your job gives you a chance to do the things you do best?	1	2	3	1:43
h. . . . your job security?	1	2	3	1:44
i. . . . your pay?	1	2	3	1:45
j. . . . your fringe benefits?	1	2	3	1:46
k. . . . the supervision you get?	1	2	3	1:47
l. . . . the people you work with?	1	2	3	1:48

6. (SHOW CARD 3, GREEN) So far you have described specific areas in which your job may have changed. Now, taking all these things into consideration, compared to how your job was 18 months ago, do you think your job now is a lot better than before, somewhat better than before, about the same, somewhat worse, or a lot worse than before?

A	B	C	D	E	
5. A LOT BETTER	4. SOMEWHAT BETTER	3. ABOUT THE SAME	2. SOMEWHAT WORSE	1. A LOT WORSE	1:49 ☐
		GO TO Q15, P7			

7. Is this change in how you feel about your job due only to what has happened at work or do you think it may be due in any way to what's happened to you or your life outside of working hours?

1. DUE ONLY TO WHAT'S HAPPENED AT WORK	2. DUE ONLY TO WHAT'S HAPPENED OUTSIDE OF WORK	3. BOTH	1:50 ☐
GO TO Q15, P7			

8. What has happened to you or your life outside of working hours that has changed your feelings about your job?

GO TO Q15, P7

9. Were you working two years ago?

1. YES

5. NO
GO TO Q15, P7

1:51 ☐

10. Were you working then for the same employer you have now, were you working for yourself, or were you working for a different employer?

1. SAME EMPLOYER

2. WORKING FOR SELF
GO TO Q13, P6

3. DIFFERENT EMPLOYER

1:52 ☐

11. Did you get your present job by asking for it in some way (for example, by submitting an application "bidding" form, by orally asking someone for it, etc.), or was the job offered or given to you before you asked about it?

1. R APPLIED FOR THE JOB

2. JOB WAS OFFERED TO R

GO TO Q13, P6

12. Why did you leave your former employer?

GO TO Q13, P6

1:53 ☐

13. (SHOW CARD 2, YELLOW) Comparing your new job to the job you had then, has there been a major change for the worse, no major change, or a major change for the better regarding . . .

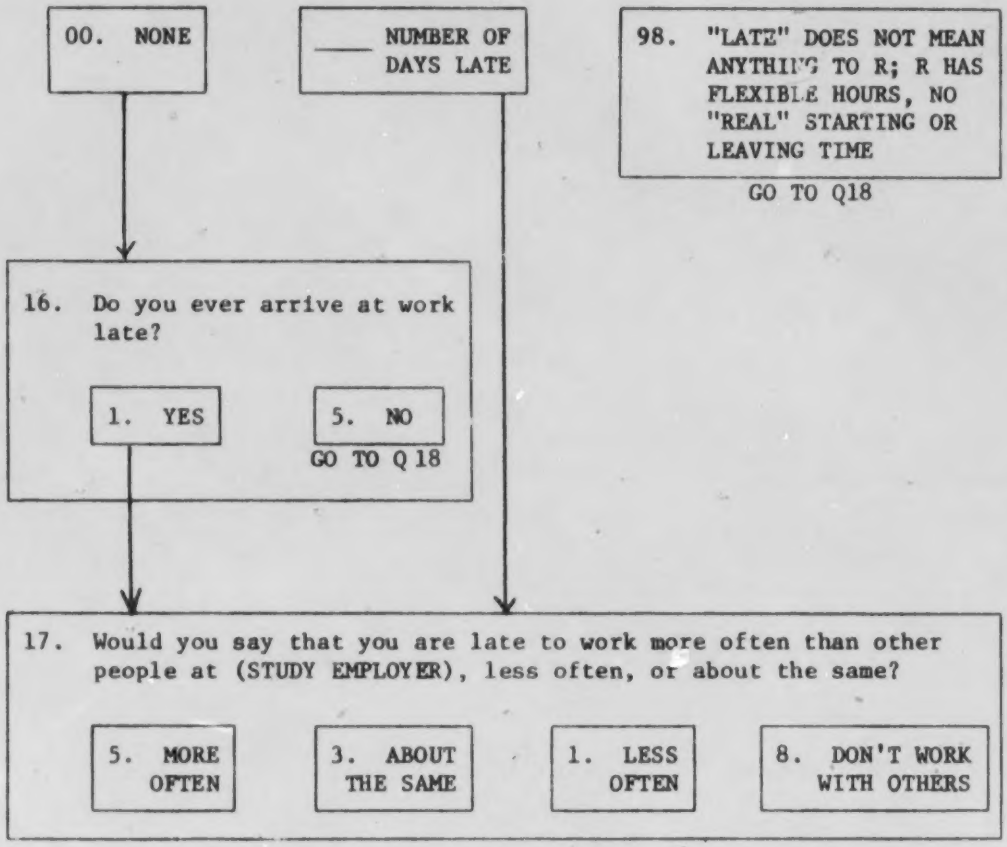
	MAJOR CHANGE FOR WORSE	NO MAJOR CHANGE	MAJOR CHANGE FOR BETTER	
a. . . . your hours?	1	2	3	1:54
b. . . . how hard you have to work?	1	2	3	1:55
c. . . . how interesting your work is?	1	2	3	1:56
d. . . . the physical surroundings where you work?	1	2	3	1:57
e. . . . your chances for promotion?	1	2	3	1:58
f. . . . the quality of help, information, or equipment you get to do your job?	1	2	3	1:59
g. . . . how much your job gives you a chance to do the things you do best?	1	2	3	1:60
h. . . . your job security?	1	2	3	1:61
i. . . . your pay?	1	2	3	1:62
j. . . . your fringe benefits?	1	2	3	1:63
k. . . . the supervision you get?	1	2	3	1:64
l. . . . the people you work with?	1	2	3	1:65

14. (SHOW CARD 3, GREEN)
Compared to how your job was two years ago, do you think your job now is a lot better than before, somewhat better than before, about the same, somewhat worse, or a lot worse than before?

A	B	C	D	E	
1. A LOT BETTER	2. SOMEWHAT BETTER	3. ABOUT THE SAME	4. SOMEWHAT WORSE	5. A LOT WORSE	1:66 ☐

GO TO Q15, P7

15. During the last two weeks, how many days did you arrive at work late?


00. NONE
___ NUMBER OF DAYS LATE
98. "LATE" DOES NOT MEAN ANYTHING TO R; R HAS FLEXIBLE HOURS, NO "REAL" STARTING OR LEAVING TIME
GO TO Q18
1:67-68
16. Do you ever arrive at work late?
1. YES
5. NO
GO TO Q 18
1:69
17. Would you say that you are late to work more often than other people at (STUDY EMPLOYER), less often, or about the same?
5. MORE OFTEN
3. ABOUT THE SAME
1. LESS OFTEN
8. DON'T WORK WITH OTHERS
1:70

18. Other than holidays like Christmas and Labor Day, are you allowed to take off any working days as vacation days <u>with full pay</u>?

5. YES 1. NO 1:71

19. Are you allowed to take off any sick leave days <u>with full pay</u>?

5. YES 1. NO 1:72

20. Aside from any paid vacation and holidays, how many days of scheduled work have you missed in the past month?

00. NONE → GO TO Q23

_____ NUMBER OF DAYS MISSED

1:73-74 ☐☐

21. How many of these days did you miss because you were sick?

00. NONE

_____ NUMBER OF DAYS MISSED

1:75-76 ☐☐

22. How many of these days did you miss just because you didn't feel like going to work that day?

00. NONE

_____ NUMBER OF DAYS MISSED

1:77-78 ☐☐

23. Would you say that you are absent from work more often than other people you work with, less often, or about the same at (STUDY EMPLOYER)?

5. MORE OFTEN | 3. ABOUT THE SAME | 1. LESS OFTEN | 0. DON'T WORK WITH OTHERS

1:79 ☐

24. The "forty-hour week" is a very common term. When people give the hours they work a second thought, however, and start counting the hours up, they sometimes find that they work somewhat more or somewhat less than forty hours. During the average week how many hours do you work, not counting the time you take off for meals?

2:16-18 ☐☐☐

_____ HOURS PER WEEK

25. Who determines whether you're going to put in overtime hours? Is it mostly up to you or mostly up to your supervisor or someone else at (STUDY EMPLOYER)?

1. MOSTLY UP TO R → GO TO Q27, P9

5. MOSTLY UP TO SUPERVISOR OR EMPLOYER

9. NO OVERTIME → GO TO Q27, P9

2:19 ☐

26. Could you refuse to work overtime when your employer asks you to without being penalized in any way?

1. YES | 5. NO

2:20 ☐

27. Could you tell me what problems or difficulties you run into concerning the hours you work, your work schedule, or overtime?

NO PROBLEMS
GO TO Q29

_____

_____

_____

_____

_____

28. How much of a problem for you (is this/are these things)? (SHOW CARD 4, GRAY)

1. NO PROBLEM AT ALL	2. SLIGHT	3. SIZEABLE	4. GREAT

2:21 ☐

29. On the average day about how long does it take you to get from your home to the place where you report for work? 2:22-24 ☐☐☐

_____ HOURS AND _____ MINUTES

30. What things concerning your travel to and from work do you consider problems and would like to see changed if possible?

NO PROBLEMS
GO TO Q32, P10

_____

_____

_____

_____

31. How much of a problem (are these things/is this) for you? (SHOW CARD 4, GRAY)

1. NO PROBLEM AT ALL	2. SLIGHT	3. SIZEABLE	4. GREAT

2:25 ☐

32. (LAY DOWN ONLY BLUE ALTERNATIVE CARDS WITH "VERY TRUE" ON R'S LEFT; READ INSTRUCTIONS; HAND PINK CARDS TO R TO SORT. COLLECT CARDS. KEEP UNSORTED CARDS ASIDE.)

(JOB DESCRIPTION CARD SORT--BLUE/PINK CARDS) Here are some cards that describe different aspects of a person's job. I'd like you to put each one below the card which best reflects how true you feel each is of <u>your</u> job.

QUESTION CARDS IN THE ORDER IN WHICH THEY ARE GIVEN ARE:

16 I am given enough time to do what others expect of me.

17 There is always a great deal of work to be done.

18 I can predict what others will expect of me tomorrow.

19 I am clear what others expect of me on my job.

20 On my job, whatever situation arises there are procedures for handling it.

21 I get enough facts and information to work my best.

22 My job requires that I keep learning new things.

23 My job requires a high level of skill.

24 My job requires a lot of mental effort.

25 My job requires that I be creative.

26 I use the skills and knowledge I acquired at school.

27 My job lets me do a variety of different things.

28 My job requires that I do the same things over and over.

29 I have a lot to say over what happens on my job.

30 I have enough authority to do my best.

31 Most people make their own rules on ths job.

32 My job allows me to make a lot of decisions on my own.

33 I have enough freedom as to how I do my work.

34 I am able to complete the work I start.

35 My job requires me to exert a lot of physical effort.

36 I am given enough machinery and other equipment to do my best.

33. HAND R QUESTION BOOKLET

On pages 1 and 2 of this question booklet there are some more statements that might describe your job. Please tell me how true each statement is of your job by putting a check in one of the columns.

R'S RATINGS OF HIS/HER JOB IN THE ORDER THEY ARE GIVEN ON PAGES 1 AND 2 OF QUESTION BOOKLET ARE LISTED BELOW. RESPONSE ALTERNATIVES ARE: NOT AT ALL TRUE, A LITTLE TRUE, SOMEWHAT TRUE, VERY TRUE.

a. My job requires me to be prepared to handle surprising or unpredictable situations.

b. I have to co-operate directly with other people in order to do my job.

c. I have enough influence over people who work here.

d. My job is so simple that virtually anybody could handle it with little or no initial training.

e. On my job other people make conflicting demands of me.

f. I have a great deal of say over what has to be done on my job.

g. I am told what I have to do on my job.

h. The people at work are friendly.

i. I have to depend on the work performed by others in order to get the materials or information I need to do my work.

j. My job allows me to determine my own work pace.

k. I always know what I should be doing on my job.

l. The equipment I work with is poorly designed.

m. I frequently have to stop work to get things I need.

n. I'm not very well trained for my job.

o. I have high standards to meet on my job.

p. I never have any trouble doing what is expected of me on my job.

q. I can see the results of my own work.

r. I have too much work to do to be able to do it well.

s. I can complete the entire job from beginning to end.

t. Just doing the work required by my job gives me many chances to figure out how well I'm doing.

u. I have a lot of say over how the job will actually be carried out, the methods used, etc.

v. I have a lot of say over how the work tasks will be divided up among people.

w. The equipment I work with is not maintained properly.

34. Does your job at any time expose you to what you feel are physical dangers or unhealthy conditions?

1. YES	5. NO

GO TO Q42, P13

2:26 ☐

35. What are those dangers or unhealthy conditions?

LIST BELOW THE FIRST THREE MENTIONED UNDER Q36, Q38, Q40.

36. DANGEROUS OR UNHEALTHY CONDITION #1_____

_____

_____

37. (REPEAT CONDITION LISTED ABOVE TO R)
How severe a problem for you is this condition? (SHOW CARD 4, GRAY)

1. NO PROBLEM AT ALL	2. SLIGHT	3. SIZEABLE	4. GREAT

2:27 ☐

38. DANGEROUS OR UNHEALTHY CONDITION #2_____

_____

_____

39. (REPEAT CONDITION LISTED ABOVE TO R. IF BLANK GO TO Q42, P13)
How severe a problem for you is this condition? (SHOW CARD 4, GRAY)

1. NO PROBLEM AT ALL	2. SLIGHT	3. SIZEABLE	4. GREAT

2:28 ☐

40. DANGEROUS OR UNHEALTHY CONDITION #3_____

_____

_____

41. (REPEAT CONDITION LISTED ABOVE TO R. IF BLANK GO TO Q42, P13)
How severe a problem for you is this condition? (SHOW CARD 4, GRAY)

1. NO PROBLEM AT ALL	2. SLIGHT	3. SIZEABLE	4. GREAT

2:29 ☐

42. Is the place where you work as comfortable and pleasant as you would like, or would you like it to be better?

1. R WOULD LIKE IT TO BE BETTER	5. AS COMFORTABLE AS R LIKES
	GO TO Q45, P14

2:30 ☐

43. In what ways isn't it as comfortable or as pleasant as you'd like?

_____

_____

_____

_____

_____

44. How much of a problem (does this condition/do these conditions) create for you? (SHOW CARD 4, GRAY)

1. NO PROBLEM AT ALL	2. SLIGHT	3. SIZEABLE	4. GREAT

2:31 ☐

45. Within the last year have you had any illnesses or injuries you think were caused or made more severe by any job you had during this period at (STUDY EMPLOYER)?

1. YES	5. NO	2:32
↓	GO TO Q48, P15	☐

46. What were these illnesses or injuries?
LIST BELOW UNDER ILLNESS OR INJURY

47. (ASK FOR EACH ILLNESS OR INJURY LISTED ABOVE) When you had this (illness or injury), did it keep you away from your job for more than two weeks? ENTER RESPONSE IN THE RIGHT COLUMN OF YES-NO BOXES ABOVE.

Illness or injury	Q47. KEPT FROM WORK MORE THAN 2 WEEKS?	
a. _____	1. YES	2:33 ☐
	5. NO	
b. _____	1. YES	2:34 ☐
	5. NO	
c. _____	1. YES	2:35 ☐
	5. NO	

48. Now, I want to find out about <u>all</u> illnesses that you've had diagnosed by a doctor in the <u>last year</u>, regardless of whether or not any of them were caused or made more severe by your job.

(INTERVIEWER: IN INTERVIEWING OR EDITING BE SURE TO CHECK "YES" FOR ANY ILLNESS MENTIONED IN Q46 THAT OCCURRED IN THE PAST YEAR)

	YES	NO	
a. Have you taken medication for or been diagnosed as having asthma?	1	5	2:36
b. . . . hay fever?	1	5	2:37
c. . . . bronchitis?	1	5	2:38
d. . . . skin trouble?	1	5	2:39
e. . . . gall bladder or liver trouble?	1	5	2:40
f. . . . stomach ulcers?	1	5	2:41
g. . . . trouble with your back or spine?	1	5	2:42
h. In the last year have you take medication for or been diagnosed as having arthritis or rheumatism?	1	5	2:43
i. . . . heart disease or any heart trouble?	1	5	2:44
j. . . . cancer?	1	5	2:45
k. . . . a stroke?	1	5	2:46
l. . . . hypertension or high blood pressure?	1	5	2:47
m. . . . diabetes?	1	5	2:48
n. . . . hernia or rupture?	1	5	2:49

49. What (other) illnesses have you taken medication for or been diagnosed as having in the last year?

NONE

GO TO Q50, P16

50. On page 3 of your question booklet there are a number of things that describe the way people feel from time to time. Please read each and indicate how often in the last year you felt that way by putting a check in one of the columns.

R'S RATING OF HIS/HER PHYSICAL STATE IN THE ORDER IN WHICH THEY ARE GIVEN ON PAGE 3 OF THE QUESTION BOOKLET ARE LISTED BELOW.

RESPONSE ALTERNATIVES ARE: OFTEN, SOMETIMES, RARELY, NEVER

. . . cramps in your legs?

. . . pains in your heart?

. . . tightness or heaviness in your chest?

. . . trouble breathing or shortness of breath?

. . . hands sweating so that they feel damp or clammy?

. . . swollen ankles?

. . . pains in your back or spine?

. . . pains in your stomach?

. . . headaches?

. . . coughing or heavy chest colds?

. . . stiffness, swelling or aching in your joints or muscles?

. . . a poor appetite?

. . . a hangover?

. . . trouble getting to sleep?

. . . trouble staying asleep?

In the last year how often did you feel completely worn out at the end of the day?

. . . find it difficult to get up in the morning?

. . . become tired in a short time?

. . . feel nervous, fidgety, or tense?

. . . feel your heart pounding or racing?

. . . feel flushed?

. . . feel dizzy?

51. (SHOW CARD 5, ORANGE) This ladder describes how healthy a person is. The top of the ladder represents perfect health, and the bottom of the ladder represents total and permanent disability. Please tell me which step on the ladder indicates how your health has been lately.

_____NUMBER 2:50 ☐

52. (SHOW CARD 5, ORANGE) Which step indicates how your health was five years ago?

_____NUMBER 2:51 ☐

53. (SHOW CARD 6, LIGHT BLUE) Here is another ladder. This one describes how much pep and energy a person has. The top of the ladder indicates always being full of pep and energy, and the bottom of the ladder represents never having any pep or energy. Please tell me which step on the ladder indicates how much pep and energy you've had lately.

_____NUMBER 2:52 ☐

54. (SHOW CARD 6, LIGHT BLUE) Which step indicates how much pep and energy you had five years ago?

_____NUMBER 2:53 ☐

55. Here are some fringe benefits. Tell me whether or not (STUDY EMPLOYER) makes each available to you.

	AVAILABLE	NOT AVAILABLE	
a. Medical, surgical, or hospital insurance that covers any illness or injury that might occur to you while off the job	5	1	2:54
b. Life insurance that could cover a death occurring for reasons not connected with your job	5	1	2:55
c. A retirement program	5	1	2:56
d. A training program you can take to improve your skills	5	1	2:57
e. Profit sharing	5	1	2:58
f. Stock options	5	1	2:59
g. Free or discounted meals	5	1	2:60
h. Free or discounted merchandise or service	5	1	2:61
i. A place for employees' children to be taken care of while their parents are working (day-care center)	5	1	2:62
j. Use of a (STUDY EMPLOYER) car or truck to go to and from work	5	1	2:63

56. Are there any fringe benefits that you're not getting now that you'd like to be getting?

1. YES

5. NO
GO TO Q59, P19

2:64 ☐

57. Which one benefit you're not getting now would you most like to be getting?

_____

_____

58. (SHOW CARD 4, GRAY) How much of a problem for you is not getting this particular fringe benefit?

1. NO PROBLEM AT ALL | 2. SLIGHT | 3. SIZEABLE | 4. GREAT

2:65 ☐

59. How much does your income from your job figure out to be a year, before taxes and other deductions are made?

_____ DOLLARS A YEAR	DON'T KNOW
GO TO CHECK BOX A, BELOW	

60. How often do you get a paycheck on your job?

12. ONCE A MONTH	24. TWICE A MONTH	26. EVERY TWO WEEKS	52. ONCE A WEEK

Other (SPECIFY): _____

_____

_____

61. How much do you get paid every pay period for this job, before taxes and other deductions are made?

_____ DOLLARS A PAYCHECK

CHECK BOX A

INTERVIEWER: REFER TO COVER SHEET. ARE THERE OTHERS IN HOUSEHOLD WHO WORK?

1. There are other people who work in household	5. There are no other people who work in household
GO TO Q62	GO TO Q63

2:66 ☐

62. Are you the major wage earner in your immediate family?

1. YES	5. NO

2:67 ☐

63. Roughly, what is the total yearly income before taxes in your immediate family--including your income, the wages of everyone else in the family who works, and income from any other sources?

_____ DOLLARS A YEAR

64. INTERVIEWER: PLEASE TAKE CARE IN OBTAINING THE FULL NAME AND PROPER SPELLING OF THE SUPERVISOR'S NAME.

Is there one person you think of as your immediate supervisor or boss--someone who is directly over you?

1. YES

5. NO
GO TO Q67

2:68 ☐

65. Is that person a man or woman?

1. MAN

5. WOMAN

2:69 ☐

(INTERVIEWER: PHRASE REMAINING "SUPERVISOR" QUESTIONS USING APPROPRIATE SEX OF SUPERVISOR)

66. What is his/her name?

NAME: _____

GO TO Q70, P21

67. Is there anyone whom you have contact with that could be considered a supervisor, or someone who lets you know what you have to do?

1. YES

5. NO
GO TO Q71, P21

2:70 ☐

68. Is that person a man or a woman?

1. MAN

5. WOMAN

2:71 ☐

(INTERVIEWER: PHRASE REMAINING "SUPERVISOR" QUESTIONS USING APPROPRIATE SEX OF SUPERVISOR)

69. What is his/her name?

NAME: _____

Let's consider him/her to be your supervisor for the purpose of this interview.

GO TO Q70, P21

70. What is the job title of (your supervisor/the person who lets you know what to do)?

_____ _____

71. Do you supervise anybody as part of your job?

1. YES

5. NO

GO TO Q73, P22

2:72 ☐

72. About how many people do you supervise directly?

_____ PEOPLE

2:73-75 ☐☐☐

IF R IS A SUPERVISOR, READ THIS:

One of the most important concerns of our study is finding out those working conditions that make people happiest on their jobs and help them to do their jobs as well as they really would like to. For this reason it is very important that we know who is doing well and who may not be working quite up to par. One of the best ways we can find this out is by asking their supervisors.

As someone who supervises somebody else you can help us a lot by letting us known your personal evaluations of and reactions to each of the people you supervise directly. We will be sending you a folder in the mail sometime in the next few weeks which we'd like for you to fill out and return to us.

73. On pages 4 and 5 of your question booklet there are some statements which might describe your supervisor. Please tell me how true each statement is of him or her by putting a check in one of the columns.

R'S RATING OF HIS/HER SUPERVISOR IN THE ORDER THEY ARE GIVEN ON PAGES 4 AND 5 OF THE QUESTION BOOKLET ARE LISTED BELOW.

RESPONSE ALTERNATIVES ARE: NOT AT ALL TRUE, A LITTLE TRUE, SOMEWHAT TRUE, VERY TRUE

a. goes out of his/her way to praise good work
b. gives responsibility to those he/she supervises
c. criticizes people if they perform poorly
d. insists that those under him/her work hard
e. encourages me to participate in important decisions
f. knows his/her own job well
g. maintains high standards of performance in his/her own work
h. lets those he/she supervises alone unless they want help
i. makes all the important decisions alone
j. encourages those he/she supervises to develop new ways of doing things
k. thinks well of people who perform well
l. makes it clear how I should do my job
m. often lets me know when I have done a good job
n. lets me know if I have done my job poorly
o. makes sure I have clear goals
p. judges accurately how well I do my job
q. generally lets me know how well he/she thinks I am performing
r. makes sure I know what has to be done
s. keeps informed about the way his/her people think and feel about things
t. tends to play favorites
u. stands up to outsiders for people he/she supervises
v. is always fair with those he/she supervises
w. takes a personal interest in those he/she supervises

74. Is there any group of people at (STUDY EMPLOYER) that you think of as your co-workers--people whom you see just about every day and with whom you have to work closely in order to do your job well?

1. YES

5. NO
GO TO Q83, P25

3:16 ☐

75. About how many people are there in this group?

_____ PEOPLE

3:17-20 ☐☐☐☐

76. I know it's hard to talk about a whole group of people like this, but I'd like to get your general views about the people in this group.

(SHOW CARD 7, DARK BLUE)	GREAT, COULDN'T BE BETTER	PRETTY GOOD, BUT SOME COULD BE BETTER	NOT VERY GOOD BUT SOME PRETTY GOOD	NOT VERY GOOD	
a. How well do you feel they get along together?	1	2	3	4	3:21
b. . . . stick together?	1	2	3	4	3:22
c. . . . share with you and among themselves news about important things that happen at (STUDY EMPLOYER)?	1	2	3	4	3:23
d. How good are they about giving you the help you need to do your job?	1	2	3	4	3:24
e. How ready are they to defend each other from criticism by outsiders?	1	2	3	4	3:25

77. Does how much these people respect you depend a lot, somewhat, or not at all on how well you do your job?

1. A LOT | 2. SOMEWHAT | 3. NOT AT ALL — 3:26 ☐

78. Does how much these people like you depend a lot, somewhat, or not at all on how well you do your job?

1. A LOT | 2. SOMEWHAT | 3. NOT AT ALL — 3:27 ☐

79. When you do something on your job especially well, do any of them ever compliment you personally for it?

1. YES | 5. NO (GO TO Q81) — 3:28 ☐

80. Would a lot of them compliment you or only a few?

1. YES, A LOT | 5. ONLY A FEW — 3:29 ☐

81. Suppose you did something badly on your job. Would any of them criticize you for it?

1. YES | 5. NO (GO TO Q83, P25) — 3:30 ☐

82. Would a lot of them criticize you or only a few?

1. A LOT | 5. ONLY A FEW — 3:31 ☐

83. LAY DOWN ORANGE ALTERNATIVE CARDS WITH "VERY SATISFIED" ON R'S LEFT; READ INSTRUCTIONS. HAND R GREEN CARDS TO SORT. COLLECT CARDS. KEEP UNSORTED CARDS ASIDE.

(JOB SATISFACTION CARD SORT--ORANGE/GREEN CARDS) You've already told me a lot about how things <u>are</u> on the job. Next I'd like to find out more about how you <u>feel</u> about your job and yourself at work.

First, how satisfied are you with each of these different things about your job?

QUESTION CARDS IN THE ORDER IN WHICH THEY ARE GIVEN ARE:

16 How much of a chance my job gives me to make friends

17 How friendly and helpful the people I work with are

18 The opportunities on my job to develop my special abilities

19 The convenience of travel to and from work

20 The amount of help and equipment I am given to get the job done

21 My not being asked to do excessive amounts of work

22 How interesting my work is

23 The amount of information I have to get the job done

24 My pay

25 My hours that I work

26 How much freedom I am given to decide how to do my work

27 How free I am from conflicting demands that other people make of me

28 The extent to which my job gives me a chance to do the things I do best

29 My job security

30 The amount of time I have to get the job done

31 The difficulty of the problems I am asked to solve

32 The extent to which I can forget about personal problems while at work

33 The competence of my supervisor in doing his/her job

34 The extent to which I can see the results of my work

35 The physical surroundings on my job

36 My fringe benefits

37 How clearly my responsibilities are defined

38 How much authority I have to do my job

39 The kind of work I have to do on my job

84. All in all, how satisfied would you say you are with your job--very satisfied, somewhat satisfied, not too satisfied, or not at all satisfied?

4. VERY SATISFIED	3. SOMEWHAT SATISFIED	2. NOT TOO SATISFIED	1. NOT AT ALL SATISFIED	3:32 ☐

85. In general, how well would you say that your job measures up to the sort of job you expected when you took it? Would you say it is very much like, somewhat like, or not very much like the job you expected when you took it?

5. VERY MUCH LIKE	3. SOMEWHAT LIKE	1. NOT VERY MUCH LIKE	3:33 ☐

86. In general, how well would you say that your job measures up to the sort of job you wanted when you took it? Would you say it is very much like, somewhat like, or not very much like the job you wanted when you took it?

5. VERY MUCH LIKE	3. SOMEWHAT LIKE	1. NOT VERY MUCH LIKE	3:34 ☐

87. Knowing what you know now, if you had to decide all over again whether to take the job you now have, what would you decide? Would you decide without any hesitation to take the same job, would you have some second thoughts, or would you decide definitely not to take the same job?

5. DECIDE WITHOUT HESITATION TO TAKE SAME JOB	3. HAVE SOME SECOND THOUGHTS	1. DECIDE DEFINITELY NOT TO TAKE THE JOB	3:35 ☐

88. (PHRASE IN SAME SEX AS R) If a good friend of yours told you (he/she) was interested in working in a job like yours, what would you tell (him/her)? Would you strongly recommend this job, would you have doubts about recommending it, or would you strongly advise (him/her) against this sort of job?

5. STRONGLY RECOMMEND IT	3. HAVE DOUBTS ABOUT RECOMMENDING IT	1. ADVISE HIM/HER AGAINST IT	3:36 ☐

89. Taking everything into consideration, how likely is it that you will make a genuine effort to find a new job with another employer within the next year--very likely, somewhat likely, or not at all likely?

5. VERY LIKELY	3. SOMEWHAT LIKELY	1. NOT AT ALL LIKELY

3:37 ☐

90. If you were free to go into any type of job you wanted, what would your choice be?

1. R SPECIFIED SOME JOB OTHER THAN HIS/HER PRESENT ONE	3. R WOULD WANT TO RETIRE OR NOT WORK	5. SAME AS R HAS NOW	8. DON'T KNOW

3:38 ☐

SPECIFY OCCUPATION: _____

91. What is the level of school or college you feel is needed by a person in your job?

3:39 ☐

0. None
1. Some grade school (grades 1 to 7)
2. Completion of grade school (grade 8)
3. Some high school (grades 9 to 11)
4. Graduation from high school (grade 12)
5. Some college (grades 13 to 15)
6. College degree (grade 16)
7. Graduate or professional training

92. Through your previous experience and training do you have some skills that you would <u>like</u> to be using in your work but can't use on your present job?

5. YES	1. NO

3:40 ☐

93. How useful and valuable will your present job skills be five years from now--will they be very useful and valuable, somewhat, a little, or not at all useful and valuable?

4. VERY USEFUL AND VALUABLE	3. SOMEWHAT USEFUL AND VALUABLE	2. A LITTLE USEFUL AND VALUABLE	1. NOT AT ALL USEFUL AND VALUABLE	8. DON'T KNOW

3:41 ☐

94. Right now about how easy would it be for you to find a job with another employer with approximately the same income and fringe benefits you now have? Would you say very easy, somewhat easy, or not at all easy?

5. VERY EASY	3. SOMEWHAT EASY	1. NOT AT ALL EASY	8. DON'T KNOW

3:42 ☐

95. How likely is it that in the next few years machines or computers will be doing a lot of the things you now do on your job? Is it very likely, somewhat, a little, or not at all likely?

4. VERY LIKELY	3. SOMEWHAT LIKELY	2. A LITTLE LIKELY	1. NOT AT ALL LIKELY	8. DON'T KNOW

3:43 ☐

GO TO 097, P29

96. If this happens, would you be out of a job, or would your employer find something else for you to do, or would your job just be adapted to the machine or computer, or what?

3. JOB ADAPTED TO MACHINE OR COMPUTER	2. SOMETHING ELSE WITH SAME EMPLOYER	1. OUT OF JOB	8. DON'T KNOW

3:44 ☐

OTHER (SPECIFY) _____

_____

_____

_____

97. Some people are complete involved in their job--they are abosrbed in it night and day. For other people, their job is simply one of several interests. How involved do you feel in your job--very little, slightly, moderately, or strongly involved?

1. VERY LITTLE	2. SLIGHTLY	3. MODERATELY	4. STRONGLY	3:45 ☐

98. Would you say you work harder, less hard, or about the same as other people doing your type of work?

5. WORK HARDER	3. ABOUT THE SAME	1. WORK LESS HARD	3:46 ☐

99. How often do you do some extra work for your job which isn't required of you? Would you say you do this often, sometimes, rarely, or never?

4. OFTEN	3. SOMETIMES	2. RARELY	1. NEVER	3:47 ☐

100. On page 6 of your question booklet there are some statements that might describe the way that you react to your job. Please tell me how true each statement is of your reactions to the job by putting a check in one of the columns.

R'S RATINGS OF HIS/HER REACTIONS TO THE JOB IN THE ORDER THEY ARE GIVEN ON PAGE 6 OF THE QUESTION BOOKLET ARE LISTED BELOW.

RESPONSE ALTERNATIVES ARE: VERY TRUE, SOMEWHAT TRUE, A LITTLE TRUE, NOT AT ALL TRUE

a. On my job the harder I work the better I do

b. I can do my job well if I work hard

c. I get a feeling of personal satisfaction from doing my job well

d. I feel badly when I do a poor job

e. I usually put a lot of effort and energy (either physical or mental) into my work

f. In general I try to do quite large quantities of work

g. In general I try to do quite high quality work

h. I live, breathe, and eat my job

i. The most important things that happen to me involve my job

j. Lately I've been trying to stay away from my co-workers

k. I look forward to being with my co-workers these days

l. When things go badly, I try to stay away from my supervisor

m. My job makes me feel tense

101. On some jobs machines or other people pretty well determine how fast one must work. On other jobs it is up to the employee to decide how fast he/she will work. How much control do you have over your work pace? Would you say you have no control, a little control, some control, or a lot of control over the speed at which your work?

1. NO CONTROL	2. A LITTLE CONTROL	3. SOME CONTROL	4. A LOT OF CONTROL

3:48 ☐

102. On page 7 of your question booklet there are some things listed that could happen when you do your job especially well. For each, please make a check in the column that best indicates how likely you think it is that each may happen when you do your job well.

R'S RATINGS IN THE ORDER THEY ARE GIVEN ON PAGE 7 OF QUESTION BOOKLET ARE LISTED BELOW.

RESPONSE ALTERNATIVES ARE: CERTAIN, VERY LIKELY, SOMEWHAT LIKELY, NOT AT ALL LIKELY

a. I will be offered a better job at the place where I work

b. I will get a bonus or a pay increase

c. I will be more secure in my present job

d. I will feel better about myself as a person

e. I will have to do more work

f. I will be given better equipment to work with

g. I will develop my skills and abilities

h. I will get a feeling of worthwhile accomplishment

i. My co-workers will criticize me

103. On page 8 of your question booklet are some words and phrases which ask you how you see yourself in your work. For example, if you think that you are very "successful" in your work put a check in the box right next to the word "successful." If you think that you are not at all successful in your work put a check in the box right next to the words "not successful." If you think you are somewhere in between, put a check where you think it belongs. Put a check in one box on every line. Please read each line carefully before you check the appropriate box in that line.

PAGE 8 AS IT APPEARS TO R IS AS FOLLOWS:

a.	SUCCESSFUL	[1]	[2]	[3]	[4]	[5]	[6]	[7] NOT SUCCESSFUL
b.	DO NOT KNOW MY JOB WELL	[1]	[2]	[3]	[4]	[5]	[6]	[7] KNOW MY JOB WELL
c.	IMPORTANT	[1]	[2]	[3]	[4]	[5]	[6]	[7] NOT IMPORTANT
d.	DOING MY BEST	[1]	[2]	[3]	[4]	[5]	[6]	[7] NOT DOING MY BEST
e.	SAD	[1]	[2]	[3]	[4]	[5]	[6]	[7] HAPPY
f.	WORKING MY HARDEST	[1]	[2]	[3]	[4]	[5]	[6]	[7] NOT WORKING HARD

104. On the next page, page 9 of the booklet, we ask you to tell us about how you feel when you think about yourself at work.

Please put a check in the column that best tells us how often you feel each of these ways at work.

R'S RATINGS IN THE ORDER THEY ARE GIVEN IN PAGE 9 OF THE QUESTION BOOKLET ARE LISTED BELOW.

RESPONSE ALTERNATIVES ARE: OFTEN, RARELY, SOMETIMES, OR NEVER

a. I feel down-hearted and blue

b. I get tired for no reason

c. I find myself restless and can't keep still

d. I find it easy to do the things I used to do

e. My mind is as clear as it used to be

f. I feel hopeful about the future

g. I find it easy to make decisions

h. I am more irritable than usual

i. I still enjoy the things I used to

j. I feel that I am useful and needed

105. Now we'd like to know not <u>just</u> how you feel about your job but how you feel about <u>your life in general</u> and how interested and active you are in a lot of different things.

On page 10 of your question booklet are some words and phrases that describe how you may feel about your <u>present life in general</u>. Put a check in one box on every line that best describes how you feel. Please read each line carefully before you check the appropriate box in that line.

PAGE 10 AS IT APPEARS TO R IS AS FOLLOWS:

a.	BORING	[1]	[2]	[3]	[4]	[5]	[6]	[7]	INTERESTING
b.	ENJOYABLE	[1]	[2]	[3]	[4]	[5]	[6]	[7]	MISERABLE
c.	EASY	[1]	[2]	[3]	[4]	[5]	[6]	[7]	HARD
d.	USELESS	[1]	[2]	[3]	[4]	[5]	[6]	[7]	WORTHWHILE
e.	FRIENDLY	[1]	[2]	[3]	[4]	[5]	[6]	[7]	LONELY
f.	FULL	[1]	[2]	[3]	[4]	[5]	[6]	[7]	EMPTY
g.	DISCOURAGING	[1]	[2]	[3]	[4]	[5]	[6]	[7]	HOPEFUL
h.	TIED DOWN	[1]	[2]	[3]	[4]	[5]	[6]	[7]	FREE
i.	DISAPPOINTING	[1]	[2]	[3]	[4]	[5]	[6]	[7]	REWARDING
j.	BRINGS OUT THE BEST IN ME	[1]	[2]	[3]	[4]	[5]	[6]	[7]	DOESN'T GIVE ME MUCH OF A CHANCE

106. Next I'd like to know how you pass your time when you're not working. First, which, if any, of the clubs or groups or organizations on this list do you belong to?

SHOW CARD 8, WHITE.

CHECK ALL TO WHICH R BELONGS.

IN EDITING INDICATE ALSO ALL THOSE TO WHICH R DOES NOT BELONG.

	BELONG	NOT BELONG	
a. sports club or team	1	5	3:49
b. social or card-playing group	1	5	3:50
c. church or synagogue	1	5	3:51
d. church- or synagogue-connected group or association	1	5	3:52
e. lodge, fraternity, sorority, or veterans' organization	1	5	3:53
f. labor union	1	5	3:54
g. a co-operative	1	5	3:55
h. nationality, ethnic, or racial association	1	5	3:56
i. professional association	1	5	3:57
j. social welfare or charity group	1	5	3:58
k. parents-teachers association	1	5	3:59
l. youth groups, like being a Girl Scout leader or a Little League coach	1	5	3:60
m. country club	1	5	3:61
n. community center	1	5	3:62
o. discussion group	1	5	3:63
p. neighborhood or community improvement group	1	5	3:64
q. political club or organization	1	5	3:65

107. Are there groups, clubs, or organizations you belong to that aren't on that white card?

5. YES

1. NO

GO TO Q109, P34

3:66 ☐

108. What are they? _____

_____

109. (SHOW CARD 9, TAN)

	A WITHIN THE LAST COUPLE OF DAYS	B ABOUT A WEEK AGO	C ABOUT TWO WEEKS AGO	D ABOUT A MONTH AGO	E A FEW MONTHS AGO	F ABOUT A YEAR AGO	G NOT IN THE LAST YEAR	
a. When was the last time you went to the movies?	7	6	5	4	3	2	1	4:16
b. . . . went to a sports event?	7	6	5	4	3	2	1	4:17
c. . . . played some sport yourself?	7	6	5	4	3	2	1	4:18
d. . . . ate in a restaurant?	7	6	5	4	3	2	1	4:19
e. . . . went to a bar or nightclub?	7	6	5	4	3	2	1	4:20
f. . . . went shopping for something besides groceries?	7	6	5	4	3	2	1	4:21
g. . . . went to a play or concert?	7	6	5	4	3	2	1	4:22
h. . . . went to a fair, exhibit or museum?	7	6	5	4	3	2	1	4:23
i. . . . went to a class, talk or lecture?	7	6	5	4	3	2	1	4:24
j. When was the last time you got in touch with any relatives, not counting those who live with you?	7	6	5	4	3	2	1	4:25
k. . . . got together with any friends other than your relatives--like going out together or visiting each other's homes?	7	6	5	4	3	2	1	4:26
l. . . . chatted on the telephone with friends?	7	6	5	4	3	2	1	4:27
m. When was the last time you made a repair or fixed something around your house or apartment?	7	6	5	4	3	2	1	4:28
n. . . . sewed, embroidered, or did some other type of needlework?	7	6	5	4	3	2	1	4:29
o. . . finished reading a book?	7	6	5	4	3	2	1	4:30
p. . . . read a whole article in a magazine?	7	6	5	4	3	2	1	4:31

109. (continued)

	A WITHIN THE LAST COUPLE OF DAYS	B ABOUT A WEEK AGO	C ABOUT TWO WEEKS AGO	D ABOUT A MONTH AGO	E A FEW MONTHS AGO	F ABOUT A YEAR AGO	G NOT IN THE LAST YEAR	
q. . . . played cards or some other indoor game?	7	6	5	4	3	2	1	4:32
r. When was the last time you worked on some hobby of yours?	7	6	5	4	3	2	1	4:33
s. . . . went hunting or fishing?	7	6	5	4	3	2	1	4:34
t. . . . met and talked with any people--other than those you met at work--that you had never met before?	7	6	5	4	3	2	1	4:35
u. . . . went out with your family (RECORD "R HAS NO FAMILY" AS "NOT IN THE LAST YEAR")	7	6	5	4	3	2	1	4:36
v. . . . went for a pleasure trip in your car or drove to somewhere where you could enjoy yourself?	7	6	5	4	3	2	1	4:37

110. What was the furthest you traveled from your home one way in the last two weeks for any reason at all? (ONE WAY MILEAGE)

ABOUT _____ MILES

4:38-41 ☐☐☐☐

111. Last summer how often did you . . .

	A LOT OF TIMES	OCCASIONALLY	NEVER	
a. . . . go camping or hiking--a lot of times, once in a while, or never	3	2	1	4:42
b. . . . go swimming or boating or do some other kind of water sport?	3	2	1	4:43
c. . . . garden or work around the yard?	3	2	1	4:44

112. Speaking of what's been going on this summer and fall, we know that some people don't pay much attention to political campaigns and some do. Would you say you've been very interested, somewhat interested, or not much interested in this year's political campaigns?

5. VERY INTERESTED	3. SOMEWHAT INTERESTED	1. NOT MUCH INTERESTED

4:45 ☐

113. Are you registered to vote?

5. YES	1. NO
	GO TO Q115

4:46 ☐

114. (Did you/do you plan to) vote in the Congressional elections in November?

5. YES	1. NO

4:47 ☐

115. Since you were old enough to vote have you voted in all, most, a few, or none of the presidential elections?

4. ALL	3. MOST	2. A FEW	1. NONE	8. HAVEN'T BEEN ELIGIBLE TO VOTE BEFORE

4:48 ☐

116. About how many people are there whom you consider your close friends --not counting your relatives or neighbors?

00. NONE	_____ NUMBER OF FRIENDS
GO TO Q118, P37	

4:49-50 ☐☐

117. How many of these friends do you know from or did you first meet at (STUDY EMPLOYER)?

00. NONE	_____ NUMBER OF FRIENDS

4:51-52 ☐☐

118. About how many neighbors around here do you know well enough to visit with?

NUMBER OF NEIGHBORS (OR THEIR FAMILIES)	4:53-54
_____	☐☐

119. In general, how satisfying do you find the ways you're spending your life these days? Would you call it completely satisfying, pretty satisfying, or not very satisfying?

5. COMPLETELY SATISFYING	3. PRETTY SATISFYING	1. NOT VERY SATISFYING	4:55
			☐

120. Taking all things together, how would you say things are these days? Would you say you're very happy, pretty happy, or not too happy these days?

5. VERY HAPPY	3. PRETTY HAPPY	1. NOT TOO HAPPY	4:56
			☐

121. (PERSONALITY SORT--WHITE/YELLOW CARDS) Here are some cards that might describe your life as you see it. Put each YELLOW card below the WHITE card that best reflects how true each of these descriptions is of you.

LAY DOWN WHITE CARDS IN FRONT OF R WITH "VERY TRUE" ON R'S LEFT; HAND YELLOW CARDS TO R TO SORT. COLLECT CARDS. KEEP UNSORTED CARDS ASIDE.)

QUESTION CARDS IN THE ORDER IN WHICH THEY ARE GIVEN TO R ARE:

16 If I had to choose between the two, I would rather be considered intelligent than sociable.

17 It is important for me to feel that I can run my life without depending upon people who are older and more experienced than I am.

18 An expert who doesn't come up with a definite answer probably doesn't know too much.

19 A good job is one where what is to be done and how it is to be done are always clear.

20 What we are used to is always preferable to what is unfamiliar.

21 I prefer independent work to co-operative effort.

22 I think that the leaders of organizations to which I belong have every right to expect me to conform to many things.

23 I think that any experience is much more significant when shared with a friend.

24 I am much more attracted to warm, open people than I am to shy, reserved ones.

25 I especially dislike being told by a superior to do something that is contrary to my wishes.

26 I usually want the person who is in charge of a group I am in to tell me what to do.

122. Finally, I'd like to get some background information about you and your family. First, are you married, widowed, separated, divorced, or have you never been married?

1. MARRIED	2. WIDOWED	3. SEPARATED	4. DIVORCED	5. NEVER MARRIED

4:57 ☐

123. What was the highest grade of school or year of college you completed?

00	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17+

4:58-59 ☐☐

124. Did you get a high school graduation diploma or pass a high school equivalency test?

1. YES 5. NO

GO TO Q127

125. Do you have a college degree?

1. YES 5. NO

GO TO Q127

4:60 ☐

4:61 ☐

126. What degree is that?

_____

127. How old were you on your last birthday?

_____ YEARS OLD

4:62-63 ☐☐

128. How long have you had your present job?

_____YEARS _____MONTHS

4:64-66 ☐☐☐

129. BRIEF R ON HIS/HER SUBSEQUENT ON-THE-JOB OBSERVATIONS

SUGGESTED BRIEFING:

That finishes our interview for (today/tonight). But one of the main aims of our study is to use different methods to find out about working conditions and what happens to people at work. (Today's/Tonight's) interview will give us one kind of such information about your job.

We will be getting more information by actually watching you a few times as you go about your normal work at (STUDY EMPLOYER). This will help us to understand better the meaning of many of the things you told me (today/tonight).

A few weeks from now somebody else from our Survey Research Center staff will be at (STUDY EMPLOYER) to look at your working conditions. Then in the days to follow you'll be observed one or two other times by either the same or a different person.

These won't be interviews. Our staff member won't be there to talk with you but just to look at the sorts of things you do during the day and to look at the layout and working conditions in the part of (STUDY EMPLOYER) where you work. The only talking will be a hello, a goodbye, and maybe the two of you might say a word or two in agreeing that the weather in (CITY) is terrible.

The information about where, when, and for whom you work that we already have from (STUDY EMPLOYER) might happen to be out of date. Because of this, just let me check a couple of things with you.

GO TO PAGE 2 OF COVER SHEET AND ASK QUESTIONS 11-15.

INTERVIEWER OBSERVATION

130. R's sex: [1. Male] [2. Female] 4:67 ☐

131. R's race: [1. White] [2. Black] [7. Other] 4:68 ☐

132. R's weight: [1. Obese] [2. Overweight] [3. Just right] [4. Underweight] [5. Skinny] 4:69 ☐

133. About how tall is R? _____ FEET _____ INCHES 4:70-71 ☐☐

134. Did R have any speech defects or other difficulty in speaking that made it hard for you to understand him/her?

[5. NO] [1. YES] SPECIFY: _____ 4:72 ☐

_____

_____

_____

135. Rate R's apparent intelligence:

[1. VERY LOW] [2. BELOW AVERAGE] [3. AVERAGE] [4. ABOVE AVERAGE] [5. VERY HIGH] 4:73 ☐

136. Does R have any obvious disfigurements, missing limbs, or habits that could make it difficult for him/her to get a job?

_____

_____

_____

_____

137. LISTING BOX

(a) Household members by relationship to R	(b) Sex	(c) Age	(d) Working 20 hrs. or more per week for pay
1. Respondent			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			

THUMBNAIL SKETCH

APPENDIX C

QUESTION BOOKLET - PHASE I

WINTER, 1972-73

SURVEY RESEARCH CENTER
INSTITUTE FOR SOCIAL RESEARCH
THE UNIVERSITY OF MICHIGAN
ANN ARBOR, MICHIGAN 48106

(Do not write in above space)

Interviewer's Label

Booklet No. _____

QUESTION BOOKLET

IN THE LAST YEAR HOW OFTEN DID YOU HAVE. . .

	OFTEN	SOME-TIMES	RARELY	NEVER	
a. How often did you have cramps in your legs?	1	2	3	4	1:16
b. . . . pains in your heart?	1	2	3	4	1:17
c. . . . tightness or heaviness in your chest?	1	2	3	4	1:18
d. . . . trouble breathing or shortness of breath?	1	2	3	4	1:19
e. . . . hands sweating so that they feel damp or clammy?	1	2	3	4	1:20
f. . . . swollen ankles?	1	2	3	4	1:21
g. . . . pains in your back or spine?	1	2	3	4	1:22
h. . . . pains in your stomach?	1	2	3	4	1:23
i. . . . headaches?	1	2	3	4	1:24
j. . . . coughing or heavy chest colds?	1	2	3	4	1:25
k. . . . stiffness, swelling or achine in your joints or muscles?	1	2	3	4	1:26
l. . . . a poor appetite?	1	2	3	4	1:27
m. . . . a hangover?	1	2	3	4	1:28
n. . . . trouble getting to sleep?	1	2	3	4	1:29
o. . . . trouble staying asleep?	1	2	3	4	1:30
p. In the last year how often did you feel completely worn out at the end of the day?	1	2	3	4	1:31
q. . . . find it difficult to get up in the morning?	1	2	3	4	1:32
r. . . . become tired in a short time?	1	2	3	4	1:33
s. . . . feel nervous, fidgety, or tense?	1	2	3	4	1:34
t. . . . feel your heart pounding or racing?	1	2	3	4	1:35
u. . . . feel flushed?	1	2	3	4	1:36
v. . . . feel dizzy?	1	2	3	4	1:37

OW TRUE IS THIS OF YOUR SUPERVISOR?

	NOT AT ALL TRUE	A LITTLE TRUE	SOME-WHAT TRUE	VERY TRUE	99
A. My supervisor stands up to outsiders for the people he/she supervises.	1	2	3	4	1:38
B. . . . gets the things I need.	1	2	3	4	1:39
C . . . encourages the people who work for him/her to work as individuals rather than as a team.	1	2	3	4	1:40
D . . . encourages the people who work for him/her to exchange opinions and ideas.	1	2	3	4	1:41
E. . . . takes a personal interest in those he/she supervises.	1	2	3	4	1:42
F. . . . keeps informed about the way his/her people think and feel about things.	1	2	3	4	1:43
G. . . . goes out of his/her way to praise good work.	1	2	3	4	1:44
H. . . . criticizes people if they perform poorly.	1	2	3	4	1:45
I. . . . insists that those under him/her work hard.	1	2	3	4	1:46
J. . . . know his/her own job well.	1	2	3	4	1:47
K. . . . maintains high standards of performance in his/her own work.	1	2	3	4	1:48
L. . . . lets those he/she supervises alone unless they want help.	1	2	3	4	1:49
M. . . . encourages those he/she supervises to develop new ways of doing things.	1	2	3	4	1:50
N. . . . gives everyone equal opportunity without favoritism.	1	2	3	4	1:51
O. . . . thinks well of people who perform well.	1	2	3	4	1:52
P. . . . lets his or her subordinates know how well they are doing their jobs.	1	2	3	4	1:53
Q. . . . has a low opinion of people who perform poorly.	1	2	3	4	1:54
R. . . . works to get rewards for subordinates who perform well.	1	2	3	4	1:55
S. . . . has influence with his/her own supervisor.	1	2	3	4	1:56

100

HOW LIKELY IS IT THAT THIS MAY HAPPEN WHEN YOU DO YOUR JOB WELL?

	ALMOST CERTAIN	LIKELY	NOT AT ALL LIKELY	
a. I will be offered a better job at the place where I work.	1	2	3	1:57
b. I will get a good feeling that I've really done something important and useful.	1	2	3	1:58
c. I will get a bonus or a pay increase.	1	2	3	1:59
d. I will feel tired at the end of the day.	1	2	3	1:60
e. I will be expected or asked to do even more and better work in the future.	1	2	3	1:61
f. I will get sick or be hurt.	1	2	3	1:62
g. I will get <u>less</u> help or equipment in the future than I have now.	1	2	3	1:63
h. I will get <u>more</u> help or equipment in the future than I have now.	1	2	3	1:64
i. I will have more freedom in the future to do my work exactly as I want to.	1	2	3	1:65
j. I will be more secure in my present job.	1	2	3	1:66

HOW DO YOU SEE YOURSELF IN YOUR WORK?

a.	SUCCESSFUL	1	2	3	4	5	6	7	NOT SUCCESSFUL	1:67
b.	DO NOT KNOW MY JOB WELL	1	2	3	4	5	6	7	KNOW MY JOB WELL	1:68
c.	IMPORTANT	1	2	3	4	5	6	7	NOT IMPORTANT	1:69
d.	DOING MY BEST	1	2	3	4	5	6	7	NOT DOING MY BEST	1:70
e.	SAD	1	2	3	4	5	6	7	HAPPY	1:71
f.	WORKING MY HARDEST	1	2	3	4	5	6	7	NOT WORKING HARD	1:72

HOW OFTEN DO YOU FEEL THIS WAY AT WORK?

	NEVER	SOMETIMES	RARELY	OFTEN	
a. I feel down-hearted and blue.	1	2	3	4	1:73
b. I get tired for no reason.	1	2	3	4	1:74
c. I find myself restless and can't keep still.	1	2	3	4	1:75
d. I find it easy to do the things I used to do.	1	2	3	4	1:76
e. My mind is as clear as it used to be.	1	2	3	4	1:77
f. I feel hopeful about the future.	1	2	3	4	1:78
g. I find it easy to make decisions.	1	2	3	4	1:79
h. I am more irritable than usual.	1	2	3	4	1:80
i. I still enjoy the things I used to.	1	2	3	4	2:16
j. I feel that I am useful and needed.	1	2	3	4	2:17

HOW DO YOU FEEL ABOUT YOUR PRESENT LIFE IN GENERAL?

a.	BORING	1	2	3	4	5	6	7	INTERESTING	2:18
b.	ENJOYABLE	1	2	3	4	5	6	7	MISERABLE	2:19
c.	EASY	1	2	3	4	5	6	7	HARD	2:20
d.	USELESS	1	2	3	4	5	6	7	WORTHWHILE	2:21
e.	FRIENDLY	1	2	3	4	5	6	7	LONELY	2:22
f.	FULL	1	2	3	4	5	6	7	EMPTY	2:23
g.	DISCOURAGING	1	2	3	4	5	6	7	HOPEFUL	2 24
h.	TIED DOWN	1	2	3	4	5	6	7	FREE	2:25
i.	DISAPPOINTING	1	2	3	4	5	6	7	REWARDING	2:26
j.	BRINGS OUT THE BEST IN ME	1	2	3	4	5	6	7	DOESN'T GIVE ME MUCH OF A CHANCE	2:27

WHICH DO YOU BELIEVE MOST?

2:28 a. I believe that:

1 ☐ I can usually make my plans work, if I really try.

OR

2 ☐ Good or bad luck usually determines if my plans work.

2:29 b. I believe that:

1 ☐ What happens to me is usually my own doing.

OR

2 ☐ I don't have much choice about what happens to me.

2:30 c. I believe that:

1 ☐ Becoming a success is a matter of hard work; luck has little or nothing to do with it.

OR

2 ☐ Getting a good job depends mainly on being in the right place at the right time.

2:30 d. I believe that:

1 ☐ People doing jobs similar to mine should be paid according to how well each does his or her job.

OR

2 ☐ People doing jobs similar to mine should all be paid the same.

WHICH DO YOU BELIEVE MOST?

2:32 e. I believe that:

1 ☐ Knowing the right people is important in deciding whether a person will get ahead.

OR

2 ☐ People will get ahead in life if they have the goods and do a good job; knowing the right people has nothing to do with it.

2:33 f. I believe that:

1 ☐ People who don't do well in life often work hard, but the breaks just don't come their way.

OR

2 ☐ Some people just don't use the breaks that come their way. If they don't do well, it's their own fault.

2:34 g. I believe that:

1 ☐ I have often found that what is going to happen will happen.

OR

2 ☐ Trusting to fate has never turned out as well for me as making a decision to take a definite course of action.

THANK YOU

There appears overleaf a question inadvertently omitted in the original printing, but included as a slipsheet in this Question Booklet.

APPENDIX D

QUESTION BOOKLET - PHASE II

Booklet No. _____

109

Fall, 1974

SURVEY RESEARCH CENTER
INSTITUTE FOR SOCIAL RESEARCH
THE UNIVERSITY OF MICHIGAN
ANN ARBOR, MICHIGAN 48106

QUESTION BOOKLET

Interviewer's Label

HOW TRUE IS THIS OF YOUR JOB?

	NOT AT ALL TRUE	A LITTLE TRUE	SOME WHAT TRUE	VERY TRUE	
a. My job requires me to be prepared to handle surprising or unpredictable situations	1	2	3	4	5:16
b. I have to co-operate directly with other people in order to do my job	1	2	3	4	5:17
c. I have enough influence over people who work here	1	2	3	4	5:18
d. My job is so simple that virtually anybody could handle it with little or no initial training	1	2	3	4	5:19
e. On my job other people make conflicting demands of me	1	2	3	4	5:20
f. I have a great deal of say over what has to be done on my job	1	2	3	4	5:21
g. I am told what I have to do on my job . .	1	2	3	4	5:22
h. The people at work are friendly	1	2	3	4	5:23
i. I have to depend on the work performed by others in order to get the materials or information I need to do my work . . .	1	2	3	4	5:24
j. My job allows me to determine my own work pace	1	2	3	4	5:25
k. I always know what I should be doing on my job	1	2	3	4	5:26
l. The equipment I work with is poorly designed	1	2	3	4	5:27
m. I frequently have to stop work to get the things I need	1	2	3	4	5:28
n. I'm not very well trained for my job . . .	1	2	3	4	5:29
o. I have high standards to meet on my job .	1	2	3	4	5:30

(CONTINUE ON TO NEXT PAGE)

HOW TRUE IS THIS OF YOUR JOB?

	NOT AT ALL TRUE	A LITTLE TRUE	SOME WHAT TRUE	VERY TRUE	
p. I never have any trouble doing what is expected of me on my job	1	2	3	4	5:31
q. I can see the results of my own work . . .	1	2	3	4	5:32
r. I have too much work to do to be able to do it well	1	2	3	4	5:33
s. I can complete the entire job from beginning to end	1	2	3	4	5:34
t. Just doing the work required by my job gives me many chances to figure out how well I'm doing	1	2	3	4	5:35
u. I have a lot of say over how the job will actually be carried out, the methods used, etc.	1	2	3	4	5:36
v. I have a lot of say over how the work tasks will be divided up among people . .	1	2	3	4	5:37
w. The equipment I work with is not maintained properly	1	2	3	4	5:38

IN THE LAST YEAR HOW OFTEN DID YOU HAVE . . .

	OFTEN	SOME-TIMES	RARELY	NEVER	
a. How often did you have cramps in your legs?	1	2	3	4	5:1
b. . . . pains in your heart?	1	2	3	4	5:2
c. . . . tightness or heaviness in your chest?.	1	2	3	4	5:3
d. . . . trouble breathing or shortness of breath?	1	2	3	4	5:4
e. . . . hands sweating so that they feel damp or clammy?	1	2	3	4	5:4
f. . . . swollen ankles?	1	2	3	4	5:4
g. . . . pains in your back or spine?	1	2	3	4	5:4
h. . . . pains in your stomach?	1	2	3	4	5:4
i. . . . headaches?	1	2	3	4	5:4
j. . . . coughing or heavy chest colds?	1	2	3	4	5:4
k. . . . stiffness, swelling or aching in your joints or muscles?	1	2	3	4	5:4
l. . . . a poor appetite?	1	2	3	4	5:5
m. . . . a hangover?	1	2	3	4	5:5
n. . . . trouble getting to sleep?	1	2	3	4	5:5
o. . . . trouble staying asleep?	1	2	3	4	5:5
p. In the last year how often did you feel completely worn out at the end of the day? .	1	2	3	4	5:5
q. . . . find it difficult to get up in the morning?	1	2	3	4	5:5
r. . . . become tired in a short time?	1	2	3	4	5:5
s. . . . feel nervous, fidgety, or tense? . . .	1	2	3	4	5:5
t. . . . feel your heart pounding or racing? .	1	2	3	4	5:5
u. . . . feel flushed?	1	2	3	4	5:5
v. . . . feel dizzy?	1	2	3	4	5:6

HOW TRUE IS THIS OF YOUR SUPERVISOR?

	NOT AT ALL TRUE	A LITTLE TRUE	SOME WHAT TRUE	VERY TRUE	
a. My supervisor goes out of his/her way to praise good work	1	2	3	4	6:16
b. . . . gives responsibility to those he/she supervises	1	2	3	4	6:17
c. . . . criticizes people if they perform poorly	1	2	3	4	6:18
d. . . . insists that those under him/her work hard	1	2	3	4	6:19
e. . . . encourages me to participate in important decisions	1	2	3	4	6:20
f. . . . knows his/her own job well	1	2	3	4	6:21
g. . . . maintains high standards of performance in his/her own work	1	2	3	4	6:22
h. . . . lets those he/she supervises alone unless they want help	1	2	3	4	6:23
i. . . . makes all the important decisions alone	1	2	3	4	6:24
j. . . . encourages those he/she supervises to develop new ways of doing things . . .	1	2	3	4	6:25
k. . . . thinks well of people who perform well	1	2	3	4	6:26
l. . . . makes it clear how I should do my job	1	2	3	4	6:27
m. . . . often lets me know when I have done a <u>good</u> job	1	2	3	4	6:28
n. . . . lets me know if I have done my job <u>poorly</u>	1	2	3	4	6:29
o. . . . makes sure I have clear goals . . .	1	2	3	4	6:30
p. . . . judges accurately how well I do my job	1	2	3	4	6:31

(CONTINUE ON TO NEXT PAGE)

HOW TRUE IS THIS OF YOUR SUPERVISOR?

	NOT AT ALL TRUE	A LITTLE TRUE	SOME WHAT TRUE	VERY TRUE	
q. My supervisor generally lets me know how well he/she thinks I am performing . .	1	2	3	4	6:32
r. . . . makes sure I know what has to be done	1	2	3	4	6:33
s. . . . keeps informed about the way his/her people think and feel about things	1	2	3	4	6:34
t. . . . tends to play favorites	1	2	3	4	6:35
u. . . . stands up to outsiders for people he/she supervises	1	2	3	4	6:36
v. . . . is always fair with those he/she supervises	1	2	3	4	6:37
w. . . . takes a personal interest in those he/she supervises	1	2	3	4	6:38

HOW TRUE IS THIS OF YOUR REACTIONS TO YOUR JOB?

	NOT AT ALL TRUE	A LITTLE TRUE	SOME WHAT TRUE	VERY TRUE	
a. On my job the harder I work the better I do	1	2	3	4	6:39
b. I can do my job well if I work hard . . .	1	2	3	4	6:40
c. I get a feeling of personal satisfactionfrom doing my job well	1	2	3	4	6:41
d. I feel badly when I do a poor job	1	2	3	4	6:42
e. I usually put a lot of effort and energy (either physical or mental) into my work	1	2	3	4	6:43
f. In general I try to do quite large quantities of work	1	2	3	4	6:44
g. In general, I try to do high quality work	1	2	3	4	6:45
h. I live, breathe, and eat my job	1	2	3	4	6:46
i. The most important things that happen to me involve my job	1	2	3	4	6:47
j. Lately I've been trying to stay away from my co-workers	1	2	3	4	6:48
k. I look forward to being with my co-workers these days	1	2	3	4	6:49
l. When things go badly, I try to stay away from my supervisor	1	2	3	4	6:50
m. My job makes me feel tense	1	2	3	4	6:51

HOW LIKELY IS IT THAT THIS MAY HAPPEN WHEN YOU DO YOUR JOB WELL?

	NOT AT ALL LIKELY	SOME WHAT LIKELY	VERY LIKELY	CERTAIN	
a. I will be offered a better job at the place where I work	1	2	3	4	6:52
b. I will get a bonus or a pay increase	1	2	3	4	6:53
c. I will be more secure in my present job	1	2	3	4	6:54
d. I will feel better about myself as a person	1	2	3	4	6:55
e. I will have to do more work	1	2	3	4	6:56
f. I will be given better equipment to work with	1	2	3	4	6:57
g. I will develop my skills and abilities	1	2	3	4	6:58
h. I will get a feeling of worthwhile accomplishment	1	2	3	4	6:59
i. My co-workers will criticize me	1	2	3	4	6:60

HOW DO YOU SEE YOURSELF IN YOUR WORK?

a.	SUCCESSFUL	1	2	3	4	5	6	7	NOT SUCCESSFUL	6:61
b.	DO NOT KNOW MY JOB WELL	1	2	3	4	5	6	7	KNOW MY JOB WELL	6:62
c.	IMPORTANT	1	2	3	4	5	6	7	NOT IMPORTANT	6:63
d.	DOING MY BEST	1	2	3	4	5	6	7	NOT DOING MY BEST	6:64
e.	SAD	1	2	3	4	5	6	7	HAPPY	6:65
f.	WORKING MY HARDEST	1	2	3	4	5	6	7	NOT WORKING HARD	6:66

HOW OFTEN DO YOU FEEL THIS WAY AT WORK?

	NEVER	RARELY	SOME-TIMES	OFTEN	
a. I feel down-hearted and blue	1	2	3	4	6:67
b. I get tired for no reason	1	2	3	4	6:68
c. I find myself restless and can't keep still	1	2	3	4	6:69
d. I find it easy to do the things I used to do	1	2	3	4	6:70
e. My mind is as clear as it used to be	1	2	3	4	6:71
f. I feel hopeful about the future	1	2	3	4	6:72
g. I find it easy to make decisions	1	2	3	4	6:73
h. I am more irritable than usual	1	2	3	4	6:74
i. I still enjoy the things I used to	1	2	3	4	6:75
j. I feel that I am useful and needed	1	2	3	4	6:76

HOW DO YOU FEEL ABOUT YOUR PRESENT LIFE IN GENERAL?

a.	BORING	1	2	3	4	5	6	7	INTERESTING	7:16
b.	ENJOYABLE	1	2	3	4	5	6	7	MISERABLE	7:17
c.	EASY	1	2	3	4	5	6	7	HARD	7:18
d.	USELESS	1	2	3	4	5	6	7	WORTHWHILE	7:19
e.	FRIENDLY	1	2	3	4	5	6	7	LONELY	7:20
f.	FULL	1	2	3	4	5	6	7	EMPTY	7:21
g.	DISCOURAGING	1	2	3	4	5	6	7	HOPEFUL	7:22
h.	TIED DOWN	1	2	3	4	5	6	7	FREE	7:23
i.	DISAPPOINTING	1	2	3	4	5	6	7	REWARDING	7:24
j.	BRINGS OUT THE BEST IN ME	1	2	3	4	5	6	7	DOESN'T GIVE ME MUCH OF A CHANCE	7:25

APPENDIX E

SUPERVISOR'S DESCRIPTION FOLDER

PHASE I

Winter, 1972-1973

SURVEY RESEARCH CENTER
INSTITUTE FOR SOCIAL RESEARCH
THE UNIVERSITY OF MICHIGAN
ANN ARBOR, MICHIGAN 48106

(Do not write in above space)

Interviewer's Label

Folder No. _____

SUPERVISOR'S DESCRIPTION FOLDER

Please describe each of the people who report to you. To do this, we have provided you with a number of description sheets. Please fill out one of these sheets for each of the people who report to you.

On each sheet please write the name of the person you are describing and then check the box on each line that best describes him or her. For example, if the person does <u>very</u> high quality work, mark the box right next to the phrase "Does very high quality work." If you think he or she does <u>very</u> low quality work, mark the box next to "Does very low quality work." If you think he or she is somewhere in between, check the box you think is appropriate. Be sure to check one box on every line.

****

BELOW IS AN EXAMPLE OF HOW YOU MIGHT FILL OUT ONE OF THE LINES:

	1	2	3	4	5	6	7	
Does very high quality work	☐	☐	☑	☐	☐	☐	☐	Does very low quality work

****

When you finish describing all of the people who report to you, please mail <u>both</u> the description sheets and the folder back to us in the envelope provided. Of course, this information will remain confidential and will not be seen by anyone outside the Survey Research Center study staff.

NAME OF PERSON
BEING DESCRIBED:_____

	1	2	3	4	5	6	7	
Does very high quality work	☐	☐	☐	☐	☐	☐	☐	Does very low quality work
Does a large amount of work	☐	☐	☐	☐	☐	☐	☐	Does very little work
Very dependable	☐	☐	☐	☐	☐	☐	☐	Very undependable
Always arrives on time	☐	☐	☐	☐	☐	☐	☐	Always late
Very creative	☐	☐	☐	☐	☐	☐	☐	Not at all creative
Likes working very much	☐	☐	☐	☐	☐	☐	☐	Dislikes working very much
Enjoys having responsibility	☐	☐	☐	☐	☐	☐	☐	Avoids having responsibility
Gets along well with other people	☐	☐	☐	☐	☐	☐	☐	Doesn't get along well with other people

APPENDIX F

SUPERVISOR'S DESCRIPTION FOLDER

PHASE II

Fall, 1974

SURVEY RESEARCH CENTER
INSTITUTE FOR SOCIAL RESEARCH
THE UNIVERSITY OF MICHIGAN
ANN ARBOR, MICHIGAN 48106

(Do not write in above space)

Interviewer's Label

Folder No. _____

SUPERVISOR'S DESCRIPTION FOLDER

Please describe each of the people who report to you. To do this, we have provided you with a number of description sheets. Please fill out one of these sheets for each of the people who report to you.

On each sheet please write the name of the person you are describing and then check the box on each line that best describes him or her. For example, if the person does very high quality work, mark the box right next to the phrase "Does very high quality work." If you think he or she does very low quality work, mark the box next to "Does very low quality work." If you think he or she is somewhere in between, check the box you think is appropriate. Be sure to check one box on every line.

****

BELOW IS AN EXAMPLE OF HOW YOU MIGHT FILL OUT ONE OF THE LINES:

	1	2	3	4	5	6	7	
Does very high quality work	☐	☐	☑	☐	☐	☐	☐	Does very low quality work

****

When you finish describing all of the people who report to you, please mail both the description sheets and the folder back to us in the envelope provided. Of course, this information will remain confidential and will not be seen by anyone outside the Survey Research Center study staff.

NAME OF PERSON
BEING DESCRIBED:_____

	1	2	3	4	5	6	7	
Does very high quality work	☐	☐	☐	☐	☐	☐	☐	Does very low quality work
Does a large amount of work	☐	☐	☐	☐	☐	☐	☐	Does very little work
Very dependable	☐	☐	☐	☐	☐	☐	☐	Very undependable
Always arrives on time	☐	☐	☐	☐	☐	☐	☐	Always late
Very creative	☐	☐	☐	☐	☐	☐	☐	Not at all creative
Likes working very much	☐	☐	☐	☐	☐	☐	☐	Dislikes working very much
Enjoys having responsibility	☐	☐	☐	☐	☐	☐	☐	Avoids having responsibility
Gets along well with other people	☐	☐	☐	☐	☐	☐	☐	Doesn't get along well with other people

APPENDIX G

ON-THE-JOB OBSERVATION MATERIALS

INCLUDING OBSERVER INSTRUCTIONS AND REPORTING FORMS

PHASE I

OBSERVATION INSTRUCTIONS

The observation period will take one hour and will be followed by approximately 15 minutes of editing. The hour is divided into three parts:

1.	Familiarization observations	10 min.
2.	Specific observations	30 min.
3.	General observations	20 min.

The observation period will start after you introduce yourself to the person who is to be observed.

INTRODUCTION

Points to be covered in introduction if this is the employee's first observation.

1. Your name.

2. The fact that you are part of the UM/SRC team working on the study at the worker's place of employment.

3. A reminder to the employee that this is the first of the periods of on-the-job observation that the interviewer told him/her about.

4. That everything is confidential and that no information identifying individuals will be seen by the worker's employer.

5. That you will be watching the type of work the employee does for about an hour and also looking at the physical surroundings.

6. That the employee should go on doing whatever he/she was doing when you entered.

7. That you don't expect anyone to be working all the time so if the employee is due for a break, wants to make a phone call or talk to the people he/she works with, he/she should go ahead and do so. In short, he/she should regard you as part of the furniture.

8. That after about ten minutes or so you may be asking the employee some questions about what he/she is doing so you can understand better what is going on.

If this is the employee's second observation, the introduction may be briefer. Acquaint the employee with who you are and why you are there. Tell him/her that you will be doing exactly what the previous observer did. Reemphasize the confidential nature of the observation. Reiterate points 6 and 7 from the Introduction above.

In describing this study to the person to be observed, do not use the study name. Call the study "the Survey Research Center study of conditions of work."

Familiarization Observations--10 min.

During the first 10 minutes of observation observe the job to get some understanding of what is going on. Toward the end of the period you may ask the person being observed questions to clarify the nature of what he is doing, the location of materials he works with, who his supervisor is, etc. After you have asked your questions begin the period of specific observations.

During the entire observation period try to be as unobtrusive as possible. One problem you may run into is that the person being observed goes somewhere that he or she does not want you to follow (i.e., into the bathroom, or to have an evaluation session with their supervisor). If you are asked not to follow, please do not. However, the time which you are not observing should not be considered as part of the observation period: the observation period should be extended for that length of time.

Another problem is that being unobtrusive may mean reducing the ease with which you can view the job. In this case you will have to find a place which balances the degree to which you are an obstruction to work, against the accuracy of your observations. However, if you have to make a choice stay out of the way, even if it means that you cannot observe as well. It may be that the person being observed can help you find a place which is out of the way, but where you can see the job.

Specific Observations--30 min.

During this period you are to observe the person's job carefully. Using the work sheets provided you are to record the "work chunks" that describe the person's job, and the interactions which occur during the observation period. In recording the work chunks, remember that you can aggregate chunks into larger chunks during the editing period when you transfer the data to part D of the rating booklet, but you can not break chunks down at that point. Please err in the direction of being too specific, not the direction of being too general.

Do not forget to record the starting and ending times of the period of specific observations on the work sheets. During the editing period these should be transferred to the observation rating booklet.

General Observations--20 min.

During this period you do not have any specific observations to make. You are to continue observing the job to develop your impression of it. During this period fill out the scales in part A of the observation rating booklet. Try to answer every question. Use the "don't know" option sparingly.

The "dangerous conditions" section of the observation booklet has been changed since the training period. There is now a list of dangerous conditions. You should respond to each item in the list. There should be no "DKs" in this section. If you do not observe a condition, code it as absent in the space provided. The other codes are similar to the ones you are familiar with.

In the control section of the observation rating booklet, and in any control type questions elsewhere, remember that there should be no "DKs". If you do not observe or infer control then it should be considered as absent. Also, you should only rate control for people or things which have relatively direct control over the job. For example, customers necessary for any job, since otherwise it would not exist, but unless they exercise this control directly (as on a salesman) or relatively directly (as in the case of the chef where the only intermediates were the waitresses), they should be considered as having no control.

Remember in rating the how true scales that these are scales of the degree to which the characteristics exist on the job.

Ending the Observation Period

After you have finished part A, if there is still time left during the observation period you may continue to parts B and C.

When the period of observation is over, let the person being observed know that you are leaving, and thank him. At this time ask the person if the job you have observed is typical of the job which he usually does. You will need this information to complete the last part of section D at the back of the observation rating booklet.

Editing

Find a place where you can edit your observations. During this period transfer your information from the work sheets to part D of the observation rating booklet, and finish parts B and C if you have not already done so.

Please go through the booklet and be sure that all of the respondents are clearly marked, and that all the questions which you have not answered are appropriately coded. The appropriate coding instructions for Inapplicable codes are given in the Observation Rating Booklet. Other items which are not answered should be coded "DK". "DK" codes should be used sparingly.

Also be sure the employee number is coded in the appropriate boxes on the face sheet of the booklet, and that the cover sheet is filled out.

After you have done all this, the only thing left is to turn your observation rating booklet, the observation work sheets, and the cover sheet in to Marci.

If you have any questions, problems, or suggestions, please get in touch with us (764-0286) or come and see us (5081 of ISR). We would rather have questions than errors.

Thank you and Good Luck (which I hope you won't need).

Time Schedule of Two-day Observer Training Program

Time	Activity[a]
First day	
8:30 a.m.	Introduction to the study and observers' tasks
9:00	Rating of job video-tape A/B[a]
10:15	Break
10:30	Discussions of training goals and methods
11:00	Rating of job video-tape C
12:15 p.m.	Lunch
1:00	Discussion of job video-tape C
3:00	Break
3:15	Continued discussion of job video-tape C and observation practice
5:00	Adjourn
Second day	
9:00 a.m.	Rating of job video-tape (re-rating of job video-tape A/B[a])
	Discussion of ratings
	Question and clarification session
10:30	Break
10:45	Discussion of job video-tape A/B[a]
12:00 p.m.	Lunch
12:45	Discussion of observation scheduling and administrative matters
1:15	Rating of job video-tape B/A[a], the "test" tape
2:15	Break
2:30	Discussion of job video-tape B/A[a]
3:30	Adjourn

[a]For all observations, ratings, and discussions concerning tapes A and B, the trainees were split into two groups. Whenever one group was focusing on tape A, the other was focusing on tape B. Common observations, ratings, and discussions were held only for tape C.

Study 462340
Winter, 1972-1973

SURVEY RESEARCH CENTER
INSTITUTE FOR SOCIAL RESEARCH
THE UNIVERSITY OF MICHIGAN
ANN ARBOR, MICHIGAN 48106

(Do not write in above space)

ON-THE-JOB OBSERVATION BOOKLET

Study Number: [2][3][4] 01:1-3

Observation Number (CHECK ONE): [1] [2] [3] [4] 01:4

Deck number: [0][1] 01:5-6

Respondent Number: [ ][ ][ ][ ][ ][ ][ ] 01:7-13

Observer Number: [ ][ ] 01:14-15

Starting time of observation hour: _____ AM PM

Ending time of observation hour _____ AM PM

1. Introduction to employee
   - A. Your name and SRC/UM affiliation
   - B. What the study is
   - C. Previous interview
   - D. Confidentiality and anonymity
   - E. What you will be doing
   - F. Employee should continue with normal behavior
   - G. Possible interreption after 10 minutes
2. Familiarization observations--10 minutes
3. Clarification questions (if necessary)
4. Specific observations using Specific Observation Work Sheet to record chunks and interactions--30 minutes
5. Final observations while filling out Section A of On-the-Job Observation booklet.
6. Determining "typicality" of observation session.

A. GENERAL OBSERVATIONS

1. For each health or safety hazard listed below, check indicating (a) whether the condition was absent or present, and (b) if present, how great a problem you think it is for the employee.

	ABSENT	PRESENT--but virtually "no problem at all"	PRESENT--a slight problem	PRESENT--a sizeable problem	PRESENT--a great problem	
a. Inadequate protective equipment or clothing: inadequate face shields, skid-resistent shoes, body covers, safety glasses, face shields, etc.	1	2	3	4	5	01:16
b. Inadequately guarded electrical apparatus: ungrounded or uninsulated apparatus; uncovered connections, wires, or switches, etc.	1	2	3	4	5	01:17
c. Unlabeled or inadequately labeled materials or chemicals	1	2	3	4	5	01:18
d. Inadequate guards on machinery, equipment, or tools	1	2	3	4	5	01:19
e. Inadequately repaired, or defective tools, machines, or equipment	1	2	3	4	5	01:20
f. Although employee is not normally exposed to hazards, he/she is not adequately kept away from or warned about areas where hazardous conditions exist	1	2	3	4	5	01:21
g. Other hazards attributable to inadequate procedures, equipment or protection not otherwise included in a-f above	1	2	3	4	5	01:22
h. Dangers from exposure to animals. Record exposure to rats or other vermin under q below and not here	1	2	3	4	5	01:23
i. Dangers from exposure to people (co-workers, customers, patients) who could do violence or abuse. Record exposure to communicable disease under y below and not here.	1	2	3	4	5	01:24

1. (continued)

	ABSENT	PRESENT--but virtually "no problem at all"	PRESENT--a slight problem	PRESENT--a sizeable problem	PRESENT--a great problem	
j. Any other dangers from animals or people not included in h or i above	1	2	3	4	5	01:25
k. Inherently dangerous materials: fire; chemicals; gases, fumes; radiation	1	2	3	4	5	01:26
l. Inherently hazardous equipment, tools, or machines: machines or tools that could cut, mangle, chop off fingers, etc.	1	2	3	4	5	01:27
m. Inherently hazardous methods or procedures: working at heights, etc.	1	2	3	4	5	01:28
n. Working with materials which are not inherently hazardous but which could be so when present in great quantity: dust, lint, smog, etc.	1	2	3	4	5	01:29
o. Having to do physical tasks that exceed what appears comfortable for the employee: lifting very heavy objects; extraordinarily rapid motion	1	2	3	4	5	01:30
p. Inadequate human or machine help in performing physical activities, such as lifting, moving, etc.	1	2	3	4	5	01:31
q. Poor sanitation: dirty toilets, rats, vermin, etc.	1	2	3	4	5	01:32
r. Slippery floors or footing: due to disrepair, grease, oil, water, excessive waxing, torn carpeting, worn stair-treads, etc.	1	2	3	4	5	01:33
s. Excessive noise	1	2	3	4	5	01:34
t. Extremes of temperature or humidity; too hot, too cold; drafty; too dry; too stuffy	1	2	3	4	5	01:35
u. Inadequate space: inadequate aisle space, exits, clearance for moving objects or persons; overcrowding	1	2	3	4	5	01:36
v. Placement hazards: things badly piled or placed; materials inadequately insured against shifting or falling	1	2	3	4	5	01:37
w. Natural hazards: terrain; exposure to the elements	1	2	3	4	5	01:38
x. Transportation hazards experienced while going to, or from or around on the job	1	2	3	4	5	01:39
y. Exposure to communicable diseases	1	2	3	4	5	01:40

2. Check the column for each description of the employee's job that indicates how true it is.

	VERY UNTRUE	MOSTLY UNTRUE	SLIGHTLY UNTRUE	SLIGHTLY TRUE	MOSTLY TRUE	VERY TRUE	
a. His/Her work area is clean	1	2	3	4	5	6	01:41
b. He/She is frequently interrupted for work-related reasons	1	2	3	4	5	6	01:42
c. He/She is frequently interrupted for non-work related reasons	1	2	3	4	5	6	01:43
d. He/She is given enough space to do his/her job	1	2	3	4	5	6	01:44
e. He/she is given adequate lighting for his/her particular job	1	2	3	4	5	6	01:45
f. He/She has adequate access to machinery, tools or other equipment	1	2	3	4	5	6	01:46
g. He/She has enough time to do what he/she is expected to do	1	2	3	4	5	6	01:47
h. His/Her job exposes him/her to dangerous or unhealthy conditions	1	2	3	4	5	6	01:48

IN QUESTIONS 3-24 AND 26-28 CHECK THE BOX ON EACH LINE THAT BEST DESCRIBES THE JOB IN TERMS OF THE THREE "ANCHOR" STATEMENTS BELOW THE BOXES

3. How much <u>variety</u> is there in the job?

1	2	3	4	5	6	7	01:49
Very little; the individual does pretty much the same things over and over, using the same equipment and procedures almost all the time			Moderate variety			Very much; the individual does many different things, using a wide variety of equipment and procedures	

4. How much <u>autonomy</u> is there in the job?

1	2	3	4	5	6	7	01:50
Very little; the individual has almost no "say" about scheduling the work or about procedures to be used in doing it			Moderate autonomy; the individual can make some of the decisions about how the work is done, but many work-related decisions and procedures are not under his/her control			Very much; the individual has almost complete responsibility for scheduling the work and for determining the procedures which are used in doing it	

5. To what extent does the employee's most frequently performed work chunk(s) represent an "entire piece of work"?

[1] [2] [3] [4] [5] [6] [7] 01:51

The individual does only a small part of the work; others are significantly involved in other parts of the job, and the individual may not even see or be aware of the final outcome of the work

The individual does a moderate sized "chunk" of work; while others are involved as well, his/her own contribution is clearly visible

The individual does an entire piece of work from start to finish; the final outcome of the work is clearly visible and identifiable

6. To what extent does the employee find out how well he/she is doing on the job from his/her supervisor or co-workers?

[1] [2] [3] [4] [5] [6] [7] 01:52

Very little; the individual may often work for long stretches without anyone letting him/her know how he/she is doing

Moderate; sometimes people may let the individual know how he/she is doing, sometimes they may not

Very much; the individual gets almost constant "feedback" on his/her performance from a supervisor or from co-workers

7. To what extent does doing the job itself provide the employee with "feedback" about how well he/she is doing?

[1] [2] [3] [4] [5] [6] [7] 01:53

Very little; the job is arranged in such a way that the individual could work on it indefinitely without finding out how well he/she was doing

Moderate; sometimes doing the job provides "feedback" to the individual, sometimes it does not

Very much; the job is arranged so that the individual almost invariably finds out how well he/she is doing as he/she goes about carrying out his/her duties

8. How rigid does the employee appear to be in his/her attitudes and manner of working?

[1] [2] [3] [4] [5] [6] [7] 01:54

Not at all; individual appears to be very flexible, takes advice well, and adapts easily to new situations

Moderately rigid

Extremely; individual is highly inflexible, has trouble taking advice from others, and appears to have difficulty adapting to new situations

9. How adequate are the resources available to the employee for him/her to do the job well?

[1] [2] [3] [4] [5] [6] [7] 01:55

Very inadequate; individual does not have enough tools, information, or help in order to perform the job well

Adequate

More than adequate; individual has all of the tools, information, and skills at his/her disposal to do the job well

10. How comfortable is the physical work environment?

[1] [2] [3] [4] [5] [6] [7] 01:56

Very uncomfortable; work environment is unpleasant, dirty, noisy, and/or dangerous

Moderately comfortable

Very comfortable; work environment is extremely pleasant, clean, safe and not too noisy

148

11. To what extent does the job require the use of sophisticated or complex skills?

[1] [2] [3] [4] [5] [6] [7] 01:57

Very little; no skills are required that the average person would not already have

Moderate; some skills are required, but they would not be difficult for the average person to obtain in a short time

Very much; highly complex or sophisticated skills are needed needed to do the job

12. How much uncertainty is there in the job?

[1] [2] [3] [4] [5] [6] [7] 01:58

Very little; the individual almost always know what to expect and is never surprised by something happening unexpectedly on the job

Moderate uncertainty

Very much; the individual is almost never sure what is going to happen, unexpected things frequently happen

13. How much control does the employee have in setting the pace of his/her work?

[1] [2] [3] [4] [5] [6] [7] 01:59

Very little; pace is predetermined and individual must work at a strict pace set by someone or something other than himself

Moderate control of work pace

Very much; the individual determines his/her own work pace

14. To what extent do other people make conflicting demands/requests of employee?

[1] [2] [3] [4] [5] [6] [7] 01:60

Very little; people make demands/requests of him/her which do not conflict; people never make demands/requests

To some extent

Very great; the individual has to cope with conflicting demands/requests made by many people

15. To what extent does the job of the employee require that he/she constantly check with others and others check with him/her?

[1] [2] [3] [4] [5] [6] [7] 01:61

Very little; the individual has a "one-person" job in which there is little need for checking with others. Other people do not have to check with him/her either

Moderate; sometimes individual has to check with others and vice versa

Very much; the individual has to check all the time with others and to do the job properly others have to check with him/her

16. To what extent does the individual depend on his/her colleagues for doing his/her job?

[1] [2] [3] [4] [5] [6] [7] 01:62

Very little; the individual does not receive any services, materials, half products, etc. from others in order to do his/her job

Moderate; sometimes individual depends on others

Very much; the individual is continuously dependent on others; his/her performance cannot be accomplished without the contributions, services, half products, etc., from his/her colleagues

150

17. Are there any <u>pressures for better performance</u> over and above what is reasonable?

[1] [2] [3] [4] [5] [6] [7] 01:63

Very few; the individual does not seem to receive messages to work harder or to perform better over and above a reasonable level

Moderate

Very many; the individual is constantly being exposed to demands for working harder or for doing a better job

18. How <u>intellectually demanding</u> is the job?

[1] [2] [3] [4] [5] [6] [7] 01:64

Very little; the job is very routine and does not require any mental effort

Moderate

Very much; the job is very non-routine and involves a lot of "thinking-through" or problem solving

19. How easy is it for <u>others to tell how well</u> the employee is <u>performing</u>?

[1] [2] [3] [4] [5] [6] [7] 01:65

Very difficult; it is almost impossible to tell whether or not he/she is performing well; his/her results cannot be readily observed; the results of his/her work cannot be judged by others

Moderately; it is fairly easy to tell how well he/she is producing, but it requires some effort

Very easy; it is not at all hard to tell whether or not he/she is performing well; there are obvious results from his/her work which can be easily observed

20. To what extent is the employee <u>efficient</u> in doing his/her job?

[1] [2] [3] [4] [5] [6] [7] 01:66

Very inefficient; he/she does his/her job using a great deal of excessive motion; he/she works slowly; he/she does not appear to be very efficient

Moderately efficient in doing his/her job

Very efficient; he/she does his/her job using a minimum of motion

21. To what extent does the employee <u>work hard</u> on his/her job?

[1] [2] [3] [4] [5] [6] [7] 01:67

Very little; he/she takes it easy on the job; he/she takes frequent breaks and spends much time not working; he/she does not put a great deal of energy into the job

Moderate; he/she works moderately hard on his/her job

Very much; he/she works very hard on the job; he/she takes very few breaks and always seems to be working; he/she puts a great deal of energy into the job

22. How <u>sure</u> does the employee seem in his/her job as to whether <u>certain things will work out as expected</u>?

[1] [2] [3] [4] [5] [6] [7] 01:68

Very unsure; in his/her job one can never be sure as to whether things work out as anticipated

Moderately

Very sure; in his/her job one is always sure whether things work out as predicted

23. To what degree does the employee <u>have to cooperate</u> directly <u>with other people</u> in order to do his/her job?

[1] [2] [3] [4] [5] [6] [7] 01:69

Not at all; the individual can do the job himself/herself and does not need the help of anyone else

Moderately; he/she needs a little aid from others, or he/she can do his/her job better with help, but he/she does much of the work himself/herself

Completely; the individual can not do any part of his/her job without the aid of other people; he/she must cooperate directly with others in order to do his/her job

24. To what degree does the employee have to <u>depend</u> on the work performed by <u>someone else</u> in order <u>to get the materials or information</u> he/she needs to do his/her work?

[1] [2] [3] [4] [5] [6] [7] 01:70

Not at all; he/she can get everything he/she needs to do his/her job without waiting for others to complete their work

Moderately; some of his/her materials or information come from the work of other people, but he/she always has something he/she can do if they are not finished

Completely; all of the important materials or information he/she uses to do his/her job are the output of someone else's job. He/she can't do his/her job until someone else finishes his or her job

25. Does the employee belong to an identifiable work group?

[1] Yes — FILL OUT 26-28

[5] No — CHECK THE "0"-INAPPROPRIATE BOXES in 26-28

01:71

26. How <u>cohesive</u> is the work group?

[1] [2] [3] [4] [5] [6] [7] [0] 01:72

[1] Not at all; group does not stick together; members are unfriendly, uncooperative, and do not stand up for each other

[4] Moderately cohesive

[7] Very much; the group is very "tight" and sticks together; members are friendly, co-operative and stand up for each other

[0] INAPPROPRIATE

27. How <u>friendly</u> toward the employee observed are other members of the work group?

[1] [2] [3] [4] [5] [6] [7] [0] 01:73

[1] Not at all friendly; cold, aloof, matter-of fact, unresponsive

[4] Moderately friendly

[7] Very friendly; they make many supportive statements, joke with the employee, or make other shows of friendliness

[0] INAPPROPRIATE

28. How <u>helpful</u> toward the employee observed are other members of the work group?

[1] [2] [3] [4] [5] [6] [7] [0] 01:74

[1] Not at all; they let the individual shift for himself/herself; they refuse to do something that would help the employee

[4] Moderately helpful

[7] Very helpful; they ask the individual if he/she needs something; they seem eager to help

[0] INAPPROPRIATE

29. Check the column that indicates how often the employee did each of the following.

	NEVER	ONCE OR TWICE	SEVERAL TIMES	VERY OFTEN	
a. Smiled	1	2	3	4	01:75
b. Yawned or tried to suppress a yawn	1	2	3	4	01:76
c. Chuckled or laughed	1	2	3	4	01:77
d. Changed physical position for no apparent reason (e.g., crossed legs, stood up, took a couple of steps, etc.)	1	2	3	4	01:77
e. Said something that he/she might have expected to "get a laugh" from someone	1	2	3	4	01:79
f. Made non-purposive hand-to-head movements (e.g., smoothed hair, picked nose, stroked cheek, etc.)	1	2	3	4	01:80
g. Swore or used a word or phrase that would shock a little old lady	1	2	3	4	02:16
h. Did something that seemed to serve no other purpose than to stretch his/her muscles (e.g., arm-stretching)	1	2	3	4	02:17
i. Expressed aggression or annoyance either physically or verbally	1	2	3	4	02:18

30. Check the column that for each person or object indicates how much control each has over the <u>pace</u> of the employee's work.

	NO CONTROL	A LITTLE CONTROL	MODERATE CONTROL	GREAT CONTROL	
a. The worker himself or herself	1	2	3	4	02:19
b. His or her supervisor	1	2	3	4	02:20
c. His or her work group	1	2	3	4	02:21
d. Machinery or equipment	1	2	3	4	02:22
e. Customers, clients, patients	1	2	3	4	02:23
f. Flow of work from other groups or departments	1	2	3	4	02:24

31. Does the employee usually work in one location or does he/she move frequently from office to office or from room to room?

[1] One location — FILL OUT 32-37

[5] Moves frequently — CHECK THE "INAPPROPRIATE" BOXES IN 32-37

02:25

32. Check the column that indicates whether or not any of the following was absent or present at the location where the employee usually works.

	ABSENT	PRESENT	INAP-PROPRIATE	
a. Windows out of which he or she could look	1	2	0	02:26
b. Drapes on the windows (If there were no windows, check "absent.")	1	2	0	02:27
c. Carpeting	1	2	0	02:28
d. Framed pictures (Do not include framed diplomas, citations, or certificates)	1	2	0	02:29
e. Posters, printed mottoes, or cartoons - do not include those obviously printed or supplied by the individual's employer	1	2	0	02:30
f. A living plant or flower	1	2	0	02:31
g. An artificial or preserved plant or flower	1	2	0	02:32

33. What is the distance in steps between the place where the employee usually stands or sits and the place where his/her supervisor usually stand or sits? Enter this as a three-digit number with leading zeroes, i.e., 001, 002, 010, 150, 200, 350, 750, etc.

☐☐☐ steps [050] at least 50, but too far to tell more precisely [000] INAPPROPRIATE 02:32-35

34. Is there a normally unobstructed line of vision between the place where the employee usually stands or sits and the place where his/her supervisor usually stands or sits?

[1] Yes [5] No [0] INAPPROPRIATE 02:36

35. From the places where they usually stand or sit can the employee and his/her supervisor hear each other talking without raising their voices?

[1] Yes [5] No [0] INAPPROPRIATE 02:37

36. What is the distance in steps between the place where the employee usually stands or sits and the nearest bathroom? Enter this figure as a three-digit number with leading zeroes, i.e., 001, 002, 010, 150, 200, 350, 750, etc.

☐☐☐ steps [050] at least 50, but too far to tell more precisely [000] INAPPROPRIATE 02:38-40

37. What is the distance in steps between the place where the employee usually stands or sits and the nearest drinking fountain or water cooler? Enter this figure as a three-digit number with leading zeroes, i.e., 001, 002, 010, 150, 200, 350, 750, etc.

☐☐☐ steps [050] at least 50, but too far to tell more precisely [000] INAPPROPRIATE 02:41-43

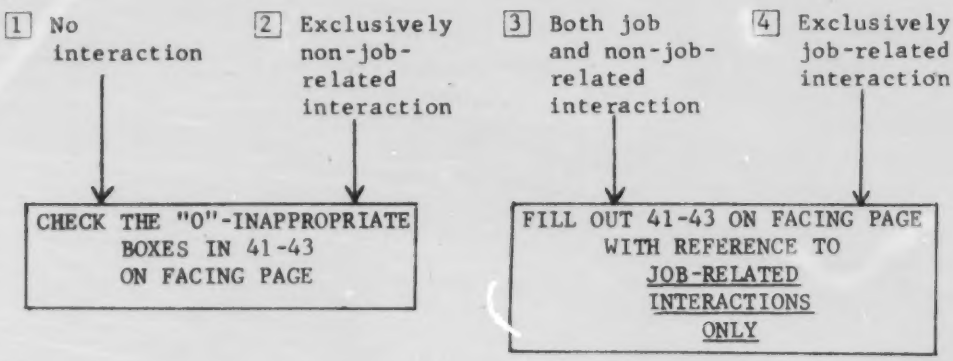
38. Suppose that all (if any) equipment or machinery that the employee works with was going full tilt. In this noisiest-of-all possible conditions, what is the furthest distance in steps you could stand away from him/her and still be able to converse with him/her in a normal speaking voice? Enter this as a three-digit number with leading zeroes, i.e., 001, 002, 010, 010, 150, 200, 350, 750, etc.

☐☐☐ steps 02:44-46

39. Does the employee have a private secretary?

[1] Yes [5] No 02:47

40. Check the one box that best describes any interaction observed between the employee and his/her <u>supervisor</u>.


[1] No interaction
[2] Exclusively non-job-related interaction
[3] Both job and non-job-related interaction
[4] Exclusively job-related interaction
CHECK THE "0"-INAPPROPRIATE BOXES IN 41-43 ON FACING PAGE
FILL OUT 41-43 ON FACING PAGE WITH REFERENCE TO JOB-RELATED INTERACTIONS ONLY

02:48

41. When the supervisor initiated a job-related interaction, how did he/she do it?

[1] The supervisor asked the employee to do something in such a way that the employee could have refused without fear of reprisal 02:49

[2] The supervisor asked the employee to do something which the employee could not easily refuse

[3] The supervisor told the employee to do something; it was clear that the individual had no choice but to comply

[6] The interaction(s) was (were) never initiated by the supervisor or the supervisor never asked or told the employee to do anything

[0] INAPPROPRIATE

42. How specific was the supervisors' initiation of the job-related interaction?

[1] The supervisor left the procedures to be used to execute the request up to the subordinate 02:50

[2] The supervisor left some of the decision about executing the request up to the subordinate

[3] The supervisor clearly specified the procedures the individual was to employ to execute the request

[4] The interaction(s) was (were) never initiated by the supervisor or the supervisor never asked or told the employee to do anything

[0] INAPPROPRIATE

43. When the supervisor asked the employee a job-related question, what appeared to be the supervisor's intent?

[1] The supervisor wanted to know if he/she could be of assistance to the employee in performing his/her job; he/she was interested in helping the employee if he/she could 02:51

[2] The supervisor was only moderately interested in helping the employee if he/she could

[3] The supervisor was only interested in finding out if the employee was performing his/her job; he/she was not interested in being of assistance; he/she was merely "checking up" on the employee's progress and performance

[6] The supervisor asked no job-related question

[0] INAPPROPRIATE

44. Check the column that for each description of the employee's job indicates how true or not it is.

	VERY UNTRUE	MOSTLY UNTRUE	SLIGHTLY UNTRUE	SLIGHTLY TRUE	MOSTLY TRUE	VERY TRUE	
a. The job requires a person to have a lot of skill to do it adequately	1	2	3	4	5	6	02:52
b. The job allows an individual to make a lot of decisions on his/her own	1	2	3	4	5	6	02:53
c. The co-workers of an individual working on the job never tell the person whether he/she is doing well or poorly	1	2	3	4	5	6	02:54
d. The job requires an individual to do the same things over and over again	1	2	3	4	5	6	02:55
e. Just doing the work required by the job provides many opportunities for a person to figure out how well he/she is doing	1	2	3	4	5	6	02:56
f. The job provides an individual with the chance to finish completely any work he/she starts	1	2	3	4	5	6	02:57
g. The job is so simple that virtually anybody could handle it, with little or no initial training	1	2	3	4	5	6	02:58
h. The individual doing the job is given a lot of chances to make friends	1	2	3	4	5	6	02:59
i. The individual doing the job is asked to do excessive amounts of work	1	2	3	4	5	6	02:60
j. The individual can see the results of his/her work	1	2	3	4	5	6	02:61
k. The job is meaningful	1	2	3	4	5	6	02:62
l. The individual working on his job frequently had to stop to get things that he/she needed and didn't have readily available	1	2	3	4	5	6	02:63

160

44. (continued)

	VERY UNTRUE	MOSTLY UNTRUE	SLIGHTLY UNTRUE	SLIGHTLY TRUE	MOSTLY TRUE	VERY TRUE	
m. The work of the individual on this job was interrupted due to lack of adequate tools, information, or other resources	1	2	3	4	5	6	02:64
n. The individual working on this job appears to be one who would have difficulty adapting to new and unusual situations	1	2	3	4	5	6	02:65
o. The individual working on this job expends a lot of effort trying to perform his/her job well	1	2	3	4	5	6	02:66
p. Supervisors generally let a person working on the job know how well they think he/she is performing	1	2	3	4	5	6	02:67
q. The job <u>denies</u> the individual any chance to use his/her personal initiative or discretion at work	1	2	3	4	5	6	02:68
r. An individual working on the job usually can complete the entire job from beginning to end	1	2	3	4	5	6	02:69
s. The job provides an individual the opportunity to do a number of different kinds of things at work	1	2	3	4	5	6	02:70
t. The job requires the individual to be prepared to handle surprising or unpredictable situations	1	2	3	4	5	6	02:71
u. The job allows the individual to determine his/her own work pace	1	2	3	4	5	6	02:72
v. He/she is given enough freedom to decide how to do his own work	1	2	3	4	5	6	02:73
w. The job is one that is highly predictable, and that rarely presents the individual with surprising or unexpected problems	1	2	3	4	5	6	02:74
x. The individual working on this job is free from conflicting demands that others may make of him/her	1	2	3	4	5	6	02:75
y. The individual working on the job does tasks which are clearly defined	1	2	3	4	5	6	02:76

B. PREDICTING THE EMPLOYEE'S ANSWERS

USING ANY INFORMATION YOU HAVE OBTAINED THROUGH YOUR OBSERVATION OF THE EMPLOYEE AND HIS OR HER JOB, ANSWER THE FOLLOWING QUESTIONS AS YOU THINK HE OR SHE WOULD ANSWER THEM.

1. Check the box between the two "anchor points" at the end of each line that best describes your job.

a.	Boring	[1]	[2]	[3]	[4]	[5]	[6]	[7]	Interesting	02:77
b.	Easy to do	[1]	[2]	[3]	[4]	[5]	[6]	[7]	Hard to do	02:78
c.	Dissatisfying	[1]	[2]	[3]	[4]	[5]	[6]	[7]	Satisfying	02:79
d.	Hazardous	[1]	[2]	[3]	[4]	[5]	[6]	[7]	Safe	02:80
e.	Precise	[1]	[2]	[3]	[4]	[5]	[6]	[7]	Vague	03:16
f.	Relaxed	[1]	[2]	[3]	[4]	[5]	[6]	[7]	Hectic	03:17
g.	Clean	[1]	[2]	[3]	[4]	[5]	[6]	[7]	Dirty	03:18
h.	Valuable	[1]	[2]	[3]	[4]	[5]	[6]	[7]	Worthless	03:19
i.	Meaningful	[1]	[2]	[3]	[4]	[5]	[6]	[7]	Meaningless	03:20
j.	Comfortable	[1]	[2]	[3]	[4]	[5]	[6]	[7]	Uncomfortable	03:21
k.	Problem-ridden	[1]	[2]	[3]	[4]	[5]	[6]	[7]	Problem-free	03:22
l.	Challenging	[1]	[2]	[3]	[4]	[5]	[6]	[7]	Not challenging	03:23
m.	Controlled	[1]	[2]	[3]	[4]	[5]	[6]	[7]	Independent	03:24
n.	Motivating	[1]	[2]	[3]	[4]	[5]	[6]	[7]	Unmotivating	03:25
o.	Friendly	[1]	[2]	[3]	[4]	[5]	[6]	[7]	Hostile	03:26

2. All in all, how satisfied would you say you are with your job?

[1] VERY SATISFIED [2] SOMEWHAT SATISFIED [3] NOT TOO SATISFIED [4] NOT AT ALL SATISFIED 03:27

C. PUTTING YOURSELF IN THE EMPLOYEE'S JOB

ANSWER THE FOLLOWING QUESTIONS AS YOU WOULD ANSWER THEM IF YOU HAD THE EMPLOYEE'S JOB.

1. Check the box between the two "anchor points" at the end of each line that best describes your job.

a.	Boring	[1]	[2]	[3]	[4]	[5]	[6]	[7]	Interesting	03:28
b.	Easy to do	[1]	[2]	[3]	[4]	[5]	[6]	[7]	Hard to do	03:29
c.	Dissatisfying	[1]	[2]	[3]	[4]	[5]	[6]	[7]	Satisfying	03:30
d.	Hazardous	[1]	[2]	[3]	[4]	[5]	[6]	[7]	Safe	03:31
e.	Precise	[1]	[2]	[3]	[4]	[5]	[6]	[7]	Vague	03:32
f.	Relaxed	[1]	[2]	[3]	[4]	[5]	[6]	[7]	Hectic	03:33
g.	Clean	[1]	[2]	[3]	[4]	[5]	[6]	[7]	Dirty	03:34
h.	Valuable	[1]	[2]	[3]	[4]	[5]	[6]	[7]	Worthless	03:35
i.	Meaningful	[1]	[2]	[3]	[4]	[5]	[6]	[7]	Meaningless	03:36
j.	Comfortable	[1]	[2]	[3]	[4]	[5]	[6]	[7]	Uncomfortable	03:37
k.	Problem-ridden	[1]	[2]	[3]	[4]	[5]	[6]	[7]	Problem-free	03:38
l.	Challenging	[1]	[2]	[3]	[4]	[5]	[6]	[7]	Not challenging	03:39
m.	Controlled	[1]	[2]	[3]	[4]	[5]	[6]	[7]	Independent	03:40
n.	Motivating	[1]	[2]	[3]	[4]	[5]	[6]	[7]	Unmotivating	03:41
o.	Friendly	[1]	[2]	[3]	[4]	[5]	[6]	[7]	Hostile	03:42

2. All in all, how satisfied would you say you are with your job?

[1] VERY SATISFIED [2] SOMEWHAT SATISFIED [3] NOT TOO SATISFIED [4] NOT AT ALL SATISFIED 03:43

D. SUMMARY OF OBSERVATIONS

1. Record the number of questions you asked the employee to familiarize yourself with his/her work.

[0] No questions asked [ ] [7] 7 questions or more 03:44

2. Starting time of 30 minute period of specific observation

_____ ☐ am ☐ pm

3. Ending time of 30 minute period of specific observation

_____ ☐ am ☐ pm

4. Elapsed time for specific observations (not including periods that the employee was "unobservable" and not coded).

[ ][ ] minutes 03:45-46

5. Record the approximate total time during the 30-minute period of specific observations that the individual's work activity was "interrupted" (e.g., for coffee breaks, trips to the bathroom, non-work-related conversations, personal phone calls, fainting spells, work stoppage due to equipment failure, etc.). Include a leading zero if 9 or less, i.e., 01, 02, 03, etc.

Exclude from this total any interruptions of less than five minutes.

[0][0] No minutes of interruption [ ][ ] minutes 03:47-48

Describe this/these interruption(s) briefly.

_____

_____

_____

_____

6. Record number of interaction episodes of each type and total (include leading zero if 9 or less, i.e., 01, 02, 03, etc.) that occurred during the 30-minute period of specific observation.

Type of episode			
a. with supervisor	1. face-to-face	☐☐	03:49-50
	2. phone	☐☐	03:51-52
b. with subordinate	1. face-to-face	☐☐	03:53-54
	2. phone	☐☐	03:55-56
c. with peers	1. face-to-face	☐☐	03:57-58
	2. phone	☐☐	03:59-60
d. with persons unknown or with known persons other than a-c above	1. face-to-face	☐☐	03:61-62
	2. phone	☐☐	03:63-64
e. TOTAL	1. face-to-face	☐☐	03:65-66
	2. phone	☐☐	03:67-68

7. Record approximate total time in interaction episodes during the 30-minute period of specific observations.

1. face-to-face	☐☐	minutes	03:69-70
2. phone	☐☐	minutes	03:71-72

8. Record total number of <u>different</u> task "chunks" (include leading zero if 9 or less, i.e., 01, 02, 03, etc.) observed during the 30-minute period of specific observations

☐☐ chunks 03:73-74

9. List all task chunks observed during the 30 minute period of specific observations in any order you wish. Describe each briefly and indicate its appropriate average chunk time on the scale provided.

If a chunk occurred more than once, indicate the number of times it occurred on the scale provided. If a chunk occurred more than once, but had different chunk times, record the chunk time which was most representative if the chunk times were not more than one scale unit apart in length (e.g., recorded as "2" and "3" or as "1" and "2"). If the chunk times were more than one scale unit apart in length (e.g., recorded as "1" and "3"), treat them as if they were different chunks, recording, describing, and rating each separately.

Check the INAPPROPRIATE boxes for any of the chunk description sections that you do not use.

A. Chunk Description _____

_____

_____

_____

_____

A1. Chunk Time:

[1]	[2]	[3]	[4]	[5]	[6]	[0]	03:75
0 to 30 sec.	30 to 60 sec.	1 to 5 min.	5 to 15 min.	15 to 30 min.	MORE THAN 30 min.	INAPPROPRIATE THIS CHUNK NOT USED	

A2. Record the number of times this chunk was performed (include leading zero if 9 or less, i.e., 01, 02, 03, etc.)

[ ][ ]	[9][7]	[0][0]	03:76-77
NUMBER OF TIMES	97 TIMES OR MORE	INAPPROPRIATE THIS CHUNK NOT USED	

B. Chunk Description _____

_____

_____

_____

_____

B1. Chunk Time:

[1]	[2]	[3]	[4]	[5]	[6]	[0]
0 to 30 sec.	30 to 60 sec.	1 to 5 min.	5 to 15 min.	15 to 30 min.	MORE THAN 30 min.	INAPPROPRIATE THIS CHUNK NOT USED

03:78

B2. Record the number of times this chunk was performed (include leading zero if 9 or less, i.e., 01, 02, 03, etc.)

[ ][ ]	[9][7]	[0][0]
NUMBER OF TIMES	97 TIMES OR MORE	INAPPROPRIATE THIS CHUNK NOT USED

03:79-80

C. Chunk Description _____

_____

_____

_____

_____

C1. Chunk Time:

[1]	[2]	[3]	[4]	[5]	[6]	[0]
0 to 30 sec.	30 to 60 sec.	1 to 5 min.	5 to 15 min.	15 to 30 min.	MORE THAN 30 min.	INAPPROPRIATE THIS CHUNK NOT USED

04:16

C2. Record the number of times this chunk was performed (include leading zero if 9 or less, i.e., 01, 02, 03, etc.)

[ ][ ]	[9][7]	[0][0]
NUMBER OF TIMES	97 TIMES OR MORE	INAPPROPRIATE THIS CHUNK NOT USED

04:17-18

D. Chunk Description _____

_____

_____

_____

_____

D1. Chunk Time:

[1]	[2]	[3]	[4]	[5]	[6]	[0]	04:19
0 to 30 sec.	30 to 60 sec.	1 to 5 min.	5 to 15 min.	15 to 30 min.	MORE THAN 30 min.	INAPPROPRIATE THIS CHUNK NOT USED	

D2. Record the number of times this chunk was performed (include leading zero if 9 or less, i.e., 01, 02, 03, etc.)

[ ][ ]	[9][7]	[0][0]	04:20-21
NUMBER OF TIMES	97 TIMES OR MORE	INAPPROPRIATE THIS CHUNK NOT USED	

E. Chunk Description _____

_____

_____

_____

_____

E1. Chunk Time:

[1]	[2]	[3]	[4]	[5]	[6]	[0]	04:22
0 to 30 sec.	30 to 60 sec.	1 to 5 min.	5 to 15 min.	15 to 30 min.	MORE THAN 30 min.	INAPPROPRIATE THIS CHUNK NOT USED	

E2. Record the number of times this chunk was performed (include leading zero if 9 or less, i.e., 01, 02, 03, etc.)

[ ][ ]	[9][7]	[0][0]	04:23-24
NUMBER OF TIMES	97 TIMES OR MORE	INAPPROPRIATE THIS CHUNK NOT USED	

168

F. Chunk Description _____

_____

_____

_____

_____

F1. Chunk Time:

[1]	[2]	[3]	[4]	[5]	[6]	[0]	04:25
0 to 30 sec.	30 to 60 sec.	1 to 5 min.	5 to 15 min.	15 to 30 min.	MORE THAN 30 min.	INAPPROPRIATE THIS CHUNK NOT USED	

F2. Record the number of times this chunk was performed (include leading zero if 9 or less, i.e., 01, 02, 03, etc.)

[ ][ ]	[9][7]	[0][0]	04:26-27
NUMBER OF TIMES	97 TIMES OR MORE	INAPPROPRIATE THIS CHUNK NOT USED	

G. Chunk Description _____

_____

_____

_____

_____

G1. Chunk Time:

[1]	[2]	[3]	[4]	[5]	[6]	[0]	04:28
0 to 30 sec.	30 to 60 sec.	1 to 5 min.	5 to 15 min.	15 to 30 min.	MORE THAN 30 min.	INAPPROPRIATE THIS CHUNK NOT USED	

G2. Record the number of times this chunk was performed (include leading zero if 9 or less, i.e., 01, 02, 03, etc.)

[ ][ ]	[9][7]	[0][0]	04:29-30
NUMBER OF TIMES	97 TIMES OR MORE	INAPPROPRIATE THIS CHUNK NOT USED	

H. Chunk Description _____

_____

_____

_____

_____

H1. Chunk Time:

[1]	[2]	[3]	[4]	[5]	[6]	[0]	04:31
0 to 30 sec.	30 to 60 sec.	1 to 5 min.	5 to 15 min.	15 to 30 min.	MORE THAN 30 min.	INAPPROPRIATE THIS CHUNK NOT USED	

H2. Record the number of times this chunk was performed (include leading zero if 9 or less, i.e., 01, 02, 03, etc.)

[ ][ ]	[9][7]	[0][0]	04:32-33
NUMBER OF TIMES	97 TIMES OR MORE	INAPPROPRIATE THIS CHUNK NOT USED	

E. ADMINISTRATIVE INFORMATION

1. Was the observation completed?

[1] Yes [5] No

RETURN BOOKLET AND COVER SHEET TO OFFICE AND EXPLAIN BELOW.

Reason for incompleted observation: _____

_____

_____

_____

2. How confident are you of the accuracy of your ratings of this job?

[1]	[2]	[3]	[4]	04:34
Not at all confident; I was not at all able to rate the job I observed accurately	Somewhat confident; my ratings are only partially descriptive of the job I observed	Moderately confident; my ratings provide a fairly accurate description of the job I observed	Very confident; my ratings accurately describe the job I observed	

3. How typical was the job you observed of the work which is normally done by the person being observed?

[1]	[2]	[3]	04:35
Not at all typical; he/she usually does a very different type of work	Somewhat typical; he/she often does similar work, but this observation period did not completely cover his/her job	Very typical; he/she usually does work of the type observed	

4. Was this a validation observation, i.e., did another observer make this observation with you?

[1] Yes [5] No 04:36

5. LEAVE BLANK: [1] [2] 04:37

6. What is the distance of your step in inches? [ ][ ] 04:38-39

WORK TASK OBSERVATION SHEET

Employee number: _____

Observation number: _____ Page_____ of _____

NUMBER ALL NEW CHUNKS SEQUENTIALLY IN THE "NEW CHUNK NUMBER" COLUMN. DESCRIBE EACH IN WHATEVER SHORT-HAND YOU WISH IN THE "CHUNK DESCRIPTION" COLUMN.

IF A CHUNK IS REPEATED, AS MANY WILL BE, WRITE THE CHUNK'S ORIGINAL NUMBER (I.E., THE NUMBER YOU GAVE IT WHEN YOU FIRST RECORDED AND DESCRIBED IT) IN THE "REPEAT CHUNK NUMBER" COLUMN. DO NOT DESCRIBE REPEATED CHUNKS.

ESTIMATED CYCLE TIME SHOULD BE RECORDED FOR EVERY CHUNK, BOTH NEW ONES AND REPEATS.

NEW CHUNK NUMBER	REPEAT CHUNK NUMBER	CHUNK DESCRIPTION	CYCLE TIME*

* Record in minutes. Record parts of minutes in decimals rather than in seconds (e.g., record 30 seconds as .5 minutes, record 2 1/2 minutes as 2.5 minutes).

The total of these cycle times plus "time out for interruptions" as indicated in A5 should approximate the total length of the observation period indicated in A4.

APPENDIX H

ON-THE-JOB OBSERVATION MATERIALS

INCLUDING OBSERVER INSTRUCTIONS AND REPORTING FORMS

PHASE II

JOB OBSERVATION TRAINING SESSIONS
October 19-20, 1974

Introduction

The primary purpose of these sessions is to train individuals to correctly use the standardized observation guide. This instrument is designed to help observers collect standardized data related to the psychological dimensions of jobs.

Two groups of individuals will be going through the training. A group of approximately 15 observer-candidates are being prepared for work on the "Effectiveness in Work Roles" project of the Survey Research Center. Their observations of individual jobs will be part of a larger study of workers and jobs in 3 different organizations. The observational data will complement other data collected from worker interviews, company records, and supervisory ratings. A second group is composed of 3 permanent staff members of the Institute for Social Research who are conducting job observations in conjunction with a project involving the assessment of organizational change in a pharmaceutical company located in a southern state. Both groups will be going through the same training.

In addition to these two groups of participants, other staff members from the Institute for Social Research will be visiting the training room during the weekend for the purpose of observing the training sessions and the specific technology used here.

Activities

The majority of the two days will be spent using the observation guide to rate video-tapes of jobs which are similar to those which will eventually be observed. These ratings will be discussed by the participants and the training staff. The basic approach to be used here is experiential, with the underlying assumption that the best way to train observers is by having them do observations and get feedback on those observations. The sessions will run from 9:30 to 4:30 on Saturday and 9:00 to 3:00 on Sunday.

SELECTED CORE DIMENSIONS OF JOBS

VARIETY	- the extent to which the job provides the individual with the opportunity to do a number of different things, using different equipment, materials, or procedures, as opposed to doing the same things over and over again.
AUTONOMY	- the extent to which the job allows the individual to feel personally responsible for a meaningful portion of the work by providing him/her with some say about how the work will be done, freedom to determine what will happen on the job, or discretion in the course of performing the job.
INTERNAL FEEDBACK	- the extent to which the job provides the individual with information about how he/she is doing; the degree to which just doing the job itself provides information about the quality and/or quantity of job performance.
TASK IMPACT	- the extent to which the tasks performed as part of the individual's job make a visible change in relation to some ultimate product or service; the degree to which the worker makes a visible transformation and the degree to which that transformation is visible in the final product.
TASK COMPLETENESS	- the extent to which the job enables the individual to produce an entire product or service; a job which involves a very clear cycle of perceived closure--a distinct sense of a beginning and ending of a transformation process, with clearly visible and identifiable outcomes.
REQUIRED SKILLS	- the extent to which adequate performance of the job requires specialized skills, training, or preparation beyond what an average individual could obtain in under 3 months.
CERTAINTY	- the extent to which the performing of the job involves highly predictable events and behavior as opposed to events or demands which cannot be anticipated.

JOB OBSERVATION TRAINING SESSIONS

Tentative Schedule

Saturday

9:00	Introduction and goals of the training session
9:30	Rating of first video-taped job
10:30	Break
10:45	Background and concepts - job observation and the effectiveness study - basic concepts of psychological dimensions of jobs
11:15	Discussion of ratings of first video-tape
12:00	Lunch
1:00	Rating of second video-tape
2:00	Discussion of ratings
3:00	Break
3:15	Viewing and discussion of third video-tape
4:30	Adjourn

Sunday

9:00	Introduction
9:30	Rating of fourth video-tape
10:30	Break
10:45	Discussion of ratings
12:00	Lunch
1:00	Arrangements for pay, travel expenses, etc.
2:00	Viewing and discussion of fifth video-tape
2:30	Rating of sixth video-tape

*NOTE: All times are tentative and approximate; times may vary depending upon the progress of the training.

CONFLICTING DEMANDS - the extent to which the normal task performance puts the individual in situations where different people or tasks put demands on him/her at the same time.

SECONDARY DIMENSIONS - related to other parts of the job or job environment; includes factors such as resources, interaction, hazards, work interruptions, etc.

SURVEY RESEARCH CENTER
INSTITUTE FOR SOCIAL RESEARCH
THE UNIVERSITY OF MICHIGAN
ANN ARBOR, MICHIGAN 48106

ON-THE-JOB OBSERVATION GUIDE

Study Number:	☐☐☐	101:01-03
Observation Number:	☐	101:04
Deck Number:	☐☐☐	101:05-07
Respondent Number:	☐☐☐☐☐☐☐	101:08-14
Observer Number:	☐☐	101:15-16
Starting Time of Observation:	_____	101:17-20

(Use Military Time, e.g., 1 p.m. = 1300)

Introduction

This booklet is provided as a guide and data recording form for the standardized observation of job characteristics. It is designed to be used by observers who have been trained in its use. The guide is set up in the same order as the different timed phases of the observation. For each part of the observation guide, read the instructions and provide the appropriate information.

The major parts of the observation guide are as follows:

Part	Activity	Time Allotted for Each Part	
		Minimum	Maximum
I	Introducing yourself to the individual being observed and orienting yourself to the job.	5 minutes	15 minutes
II	General observation	15 minutes	45 minutes
III	Structured observation of the job	----	15 minutes
IV	Rating the job	----	15 minutes
V	Administrative information	----	----
VI	Editing (to be done away from the job)	----	----

USE THIS SPACE FOR NOTES

Part I. Introducing yourself to the individual being observed and orienting yourself to the job. (5 - 15 minutes)

OBSERVERS SHOULD BE WEARING THEIR SRC ID BADGES AS THEY BEGIN OBSERVATIONS. THE INDIVIDUAL WILL NORMALLY HAVE BEEN NOTIFIED AHEAD OF TIME THAT HE/SHE IS GOING TO BE OBSERVED.

HAVING LOCATED THE EMPLOYEE, WAIT UNTIL A LOGICAL BREAK POINT IN THE EMPLOYEE'S WORK AND INTRODUCE YOURSELF. IN YOUR OWN WORDS, YOU SHOULD CONVEY THE FOLLOWING INFORMATION.

1. Your name and SRC/UM affiliation.
2. What the study is.
3. Reminder of the previous interview.
4. Stressing of confidentiality and anonymity.
5. Brief explanation of what you will be doing.
6. Emphasizing that employee should continue with normal behavior.
7. Identify supervisor and co-workers.
8. Warning of possible interruption in 5-10 minutes.

AFTER HAVING ORIENTED YOURSELF TO THE JOB, YOU MAY ASK THE EMPLOYEE ONE OR TWO QUESTIONS TO CLARIFY WHAT YOU ARE OBSERVING. IN MOST CASES THERE SHOULD BE NO NEED TO ASK ANY QUESTIONS. QUESTIONS SHOULD BE ASKED ONLY IN CASES WHERE IT IS UNCLEAR WHAT THE EMPLOYEE IS DOING (FOR EXAMPLE, IF EMPLOYEE IS WORKING ON A MATERIAL OR OBJECT OR WITH A MACHINE THAT IS UNINTERPRETABLE BY THE OBSERVER). REMEMBER, THIS IS NOT AN INTERVIEW. ONLY ASK THOSE QUESTIONS THAT ARE ABSOLUTELY ESSENTIAL TO UNDERSTANDING WHAT THE EMPLOYEE IS DOING.

Part II. General observation (15 - 45 minutes)

THIS PERIOD SHOULD BE SPENT OBSERVING THE WORKER AND THE JOB TO GET A FEEL FOR THE GENERAL CHARACTERISTICS OF THE JOB AND THE SPECIFIC DEMANDS AND OPPORTUNITIES IT PROVIDES FOR THE WORKER. THE PURPOSE OF THIS PERIOD IS TO GET A GENERAL ORIENTATION TO THE JOB BEFORE MOVING ON TO THE MORE STRUCTURED OBSERVATION AND RATING TASKS.

THIS GENERAL OBSERVATION PERIOD WILL VARY IN LENGTH DEPENDING ON THE TYPE OF JOB BEING OBSERVED. THE PERIOD SHOULD BE NO LESS THAN 15 MINUTES AND NO MORE THAN 45 MINUTES.

Part III. Structured Watching

A. AFTER OBSERVING THE JOB FOR WHAT YOU JUDGE TO BE AN ADEQUATE PERIOD (MINIMUM OF 15 MINUTES), ANSWER EACH OF THE FOLLOWING QUESTIONS, WRITING IN THE APPROPRIATE INFORMATION.

1. Does the employee repeat any activity or group of activities during the normal course of his/her work (are there any identifiable cycles)?

   [1] YES [2] NO (if no, skip to next question and mark a to d "NA") 101:21

   a. Describe the largest identifiable and repeated cycle.

   b. Describe the identifiable sub-parts of the largest cycle.

c. What is the approximate length in time of the largest cycle?

_____ Time

d. How "regular" are the cycles? Describe to what extent they vary in length, type of activities done, sequence of activities, etc.

2. What tools, machinery, or pieces of equipment does the employee work with during the normal course of his/her work activities?

3. Does the employee's normal work involve working with automatic machines or equipment? (exclude hand tools or hand held power equipment, e.g., hand held drills, electric screwdrivers, etc.)

[1] YES [2] NO (if no, skip to next question and mark a to d "NA") 101:22

a. Does the pace of the employee's work activities appear to be controlled or constrained by the equipment he/she is working with? If so, how?

b. How much control does the employee seem to have over the activities of the machines or equipment he/she works with? Give examples.

4. Does the employee's normal work involve working with or on some type of material or object -- where a central part of the employee's job involves moving, working on, or is some way changing the material or object?

[1] YES [2] NO (if no, skip to next question and mark a to c "NA") 101:24

a. From where does the employee get his/her "raw materials" (materials or objects to be worked on)?

b. What does the employee actually do with the material or object (what is the transformation process)?

c. When the employee finishes working on the material or object, where does it go or where does he/she take it?

5. Does the employee's normal work involve dealing with other people for work related purposes?

[1] YES [2] NO (if yes, how many in a specified time period and in general what types of people) 101:25

6. What kinds of skills or learning appear to be necessary to perform the job adequately? (skills above and beyond what the average high school graduate could be expected to have coming in off the street)? List the skills

7. Does the employee relate to, refer to, depend on, or work from any oral or written instructions during the normal course of his/her work activities? (including such things as specification sheets, manuals, blueprints, etc.)?

   [1] YES [2] NO (if yes, list) 101:26

8. Does the employee record any information (on paper, blackboard, etc.)?

   [1] YES [2] NO (if yes, indicate what seems to be recorded, how, and where) 101:27

B. FOR EACH OF THE FOLLOWING STATEMENTS, CHECK THE NUMBER INDICATING HOW MUCH YOU AGREE WITH THE STATEMEN- AS A DESCRIPTION OF THE EMPLOYEE'S JOB.

	strongly disagree	disagree	slightly disagree	slightly agree	agree	strongly agree	
1. His/Her work area is clean	[1]	[2]	[3]	[4]	[5]	[6]	101:28
2. He/She is frequently interrupted	[1]	[2]	[3]	[4]	[5]	[6]	101:29
3. He/She is frequently interrupted for non-work related reasons	[1]	[2]	[3]	[4]	[5]	[6]	101:30
4. He/She is given enough space to do his/her job	[1]	[2]	[3]	[4]	[5]	[6]	101:31
5. He/She is given adequate lighting for his/her particular job	[1]	[2]	[3]	[4]	[5]	[6]	101:32
6. He/She has adequate access to machinery, tools or other equipment	[1]	[2]	[3]	[4]	[5]	[6]	101:33
7. His/Her job exposes him/her to dangerous or unhealthy conditions	[1]	[2]	[3]	[4]	[5]	[6]	101:34

C. DURING THE PERIOD OF OBSERVATION, HOW OFTEN WOULD YOU SAY THE INDIVIDUAL ENGAGED IN EACH OF THE FOLLOWING ACTIVITIES?

Frequently	Occasionally	Never		
[1]	[2]	[3]	Mentoring: Dealing with individuals in terms of their total personality in order to advise, counsel, and/or guide th.m with regard to problems.	101:35

Frequently	Occasionally	Never		
[1]	[2]	[3]	Negotiating: Exchanging ideas, information, and opinions with others to formulate policies and programs and/or arrive jointly at decisions, conclusions, or solutions.	101:36
[1]	[2]	[3]	Instructing: Teaching subject matter to others, or training others (including animals) through explanation demonstration, and supervised practice.	101:37
[1]	[2]	[3]	Supervising: Determining or interpreting work procedures for a group of workers, assigning specific duties to them, maintaining harmonious relations among them, and promoting efficiency.	101:38
[1]	[2]	[3]	Persuading: Influencing others in favor of a product, service, or point of view.	101:39
[1]	[2]	[3]	Speaking-Signaling: Talking with and/or signaling people to convey or exchange information.	101:40
[1]	[2]	[3]	Serving: Attending to the needs or requests of people or the expressed or implicit wishes of people. Immediate response is involved.	101:41

Part IV. Rating the Job

WHILE STILL OBSERVING THE JOB, RATE THE JOB BY CHECKING THE APPROPRIATE RESPONSE TO THE ITEMS IN THE FOLLOWING SECTIONS OF THIS BOOKLET.

A. CHECK THE NUMBER ON EACH OF THE FOLLOWING SCALES WHICH MOST APPROPRIATE DESCRIBES THE JOB YOU ARE WATCHING.

1. How much <u>variety</u> is there in the job? 101:42

[1]	[2]	[3]	[4]	[5]	[6]	[7]
Very little; the individual does pretty much the same things over and over, using the same equipment and procedures almost all the time			Moderate variety			Very much; the individual does many different things, using a wide variety of equipment and/or procedures

2. How much <u>autonomy</u> is there in the job? That is, to what extent does the job permit the individual to decide by <u>himself/herself</u> how to go about doing the work? 101:43

[1]	[2]	[3]	[4]	[5]	[6]	[7]
Very little, the job gives him/her almost no personal "say" about how and when the work is done			Moderate autonomy; many things are standardized and not under his/her control; but he/she can make some decisions about the work			Very much; the job gives him/her almost complete responsibility for deciding how and when the work is done

3. How much does the job involve the individual producing an entire product or an entire service? 101:44

[1]	[2]	[3]	[4]	[5]	[6]	[7]
The job involves doing only a small part of the entire product or service; it is also worked on by others or by automatic equipment and he/she may not see or be aware of much of the work done on the product or service		The job involves doing a moderate sized "chunk" of the work; while others are involved as well, his/her contribution is significant				The job involves producing the entire product or service from start to finish; the final outcome of the work is clearly the results of his/her work

4. How much does the work that the individual does on his/her job make a visible impact on the materials or objects being worked on or service being rendered? 101:45

[1]	[2]	[3]	[4]	[5]	[6]	[7]
None at all; it is hard to tell what impact his/her work makes on the object or service		A moderate amount				A great amount; his/her work is clearly visible, it makes a noticeable difference in the materials, objects, or service

5. To what extent does doing the job itself provide the individual with information about his/her work performance? That is, does the actual work itself provide clues about how well he/she is doing--aside from any "feedback" co-workers or supervisors may provide? 101:46

[1]	[2]	[3]	[4]	[5]	[6]	[7]
Very little; the job itself is set up so he/she could work forever without finding out how well he/she is doing		Moderately; sometimes doing the job provides "feedback" to him/her; sometimes it does not				Very much; the job is set up so that he/she gets almost constant "feedback" as he/she works about how well he/she is doing

6. How intellectually demanding is the job? 101:47

[1] [2] [3] [4] [5] [6] [7]

Not at all, the job is very routine and does not require any mental effort

Moderately

Extremely, the job is very non-routine and involves a lot of "thinking-through" or problem solving

7. To what extent does the job require the use of sophisticated or complex skills or knowledge. 101:48

[1] [2] [3] [4] [5] [6] [7]

Very little; no skills are required that the average person would not already have

Moderate, some skills are required, but they would not be difficult for the average person to obtain in a short time (3 months)

Very much; highly complex or sophisticated skills are needed to do the job

8. To what extent does the job require the individual to work closely with other people (either "clients," or people in related jobs within the organizations)? 101:49

[1] [2] [3] [4] [5] [6] [7]

Very little; dealing with other people is not at all necessary in doing the job

Moderately; some dealing with others is necessary

Very much; dealing with other people is an absolutely essential and crucial part of doing the job

9. How much <u>uncertainty</u> is there in the job? 101:50

[1] [2] [3] [4] [5] [6] [7]

Very little; the individual almost always knows what to expect and is never surprised by something happening unexpectedly on the job

Moderate uncertainty

Very much; the individual is almost never sure what is going to happen; unexpected things frequently happen

B. DURING THE NORMAL WORK ACTIVITIES OF THE INDIVIDUAL, HOW OFTEN DOES THE INDIVIDUAL INTERACT VERBALLY WITH THE FOLLOWING INDIVIDUALS?

	not at all → constantly	
1. His/Her supervisors	[1] [2] [3] [4] [5] [6]	101:51
2. His/Her co-workers (at the same level of the organization as the individual)	[1] [2] [3] [4] [5] [6]	101:52
3. His/Her co-workers (at different levels of the organization from the individual)	[1] [2] [3] [4] [5] [6]	101:53
4. Others (customers, clients, patients)	[1] [2] [3] [4] [5] [6]	101:54
5. Unidentifiable individuals (can't tell who they are)	[1] [2] [3] [4] [5] [6]	101:55

C. PLEASE INDICATE HOW TRUE EACH OF THE FOLLOWING STATEMENTS IS AS A DESCRIPTION OF THE JOB YOU ARE OBSERVING.

		not at all true	a little true	somewhat true	very true	
1.	Just doing the work required by the job gives the individual many chances to figure out how well he/she is doing.	[1]	[2]	[3]	[4]	101:56
2.	The job lets the individual do a variety of different things.	[1]	[2]	[3]	[4]	101:57
3.	The job requires a high level of skill.	[1]	[2]	[3]	[4]	101:58
4.	The job allows the individual to make a visible change in the materials worked with or service provided.	[1]	[2]	[3]	[4]	101:59
5.	The job requires a high level of mental effort.	[1]	[2]	[3]	[4]	101:60
6.	The job allows the individual to determine his/her own work pace.	[1]	[2]	[3]	[4]	101:61
7.	The individual has enough freedom as to how he/she does the work.	[1]	[2]	[3]	[4]	101:62
8.	The job requires the individual to exert a lot of physical effort.	[1]	[2]	[3]	[4]	101:63
9.	The individual has to cooperate directly with other people in order to do his/her job.	[1]	[2]	[3]	[4]	101:64
10.	The job is so simple that virtually anybody could handle it with little or no initial training.	[1]	[2]	[3]	[4]	101:65
11.	The individual has to depend on the work performed by others in order to get the materials or information he/she needs to do his/her work.	[1]	[2]	[3]	[4]	101:66
12.	The individual has a lot to say over what happens on his/her job.	[1]	[2]	[3]	[4]	101:67

	not at all true	a little true	somewhat true	very true	
13. The job requires that the individual do the same things over and over.	[1]	[2]	[3]	[4]	101:68
14. The job allows the individual to make a lot of decisions on his/her own.	[1]	[2]	[3]	[4]	101:69
15. On the job other people make conflicting demands of the individual.	[1]	[2]	[3]	[4]	101:70

D. PLEASE INDICATE HOW MUCH YOU AGREE OR DISAGREE WITH EACH OF THE FOLLOWING STATEMENTS AS A DESCRIPTION OF THE JOB YOU ARE WATCHING.

	strongly disagree	disagree	slightly disagree	slightly agree	agree	strongly agree	
1. The individual working on the job does tasks which are clearly defined.	[1]	[2]	[3]	[4]	[5]	[6]	101:71
2. The individual working on this job is free from conflicting demands that others may make of him/her.	[1]	[2]	[3]	[4]	[5]	[6]	101:72
3. The job is meaningful.	[1]	[2]	[3]	[4]	[5]	[6]	101:73
4. The individual working on his/her job frequently had to stop to get things he/she needed and didn't have readily available.	[1]	[2]	[3]	[4]	[5]	[6]	101:74
5. On the job, the individual produces a whole product or performs a complete service.	[1]	[2]	[3]	[4]	[5]	[6]	101:75
6. The job requires the individual to be prepared to handle surprising or unpredictable situations.	[1]	[2]	[3]	[4]	[5]	[6]	101:76

	strongly disagree	disagree	slightly disagree	slightly agree	agree	strongly agree	
7. The job denies the individual any chance to use his/her personal initiative or discretion at work.	[1]	[2]	[3]	[4]	[5]	[6]	101:77
8. The job is one that is highly predictable, and that rarely presents the individual with surprising or unpredictable situations.	[1]	[2]	[3]	[4]	[5]	[6]	101:78

Part VI. Administrative Information

ONCE YOU HAVE COMPLETED OBSERVING AND RATING THE JOB, BUT BEFORE LEAVING THE AREA WHERE THE INDIVIDUAL WORKS, FILL OUT THE FOLLOWING INFORMATION.

1. Was the observation completed?

   [1] YES [2] NO 101:79

   Reason for incompleted observation: _____

   _____

   _____

   _____

2. How confident are you of the accuracy of your ratings of this job?

[1]	[2]	[3]	[4] 101:80
Not at all confident; I was not at all able to rate the job I observed accurately	Somewhat confident; my ratings are only partially descriptive of the job I observed	Moderately confident; my ratings provide a fairly accurate description of the job I observed	Very confident; my ratings accurately describe the job I observed

3. Ask the individual how typical the sequence you observed is of the work which is normally done?

[1]	[2]	[3]	102:21
Not at all typical; he/she usually does a very different type of work	Somewhat typical; he/she often does similar work, but this observation period did not completely cover his/her job	Very typical; he/she usually does work of the type observed	

4. Was this a validation observation, i.e., did another observer make this observation with you?

[1] YES [2] NO 102:22

5. Ending time of observation: _____ 102:23-26

(Use military time, e.g., 1 p.m. = 1300)

APPENDIX I

FOLLOW-UP TELEPHONE INTERVIEW SCHEDULE

PHASE II

Spring 1975

Respondent Number:_____

TURNOVER INTERVIEW: EFFECTIVENESS IN WORK ROLES, PHASE II

HELLO, THIS IS (INTERVIEWER'S NAME). I AM CALLING FROM THE SURVEY RESEARCH CENTER OF THE UNIVERSITY OF MICHIGAN. IF YOU WILL RECALL, THREE YEARS AGO WHILE YOU WERE WORKING FOR (STUDY EMPLOYER) YOU WERE INTERVIEWED FOR OUR WORK ROLES STUDY. DURING THE PAST SIX MONTHS WE HAVE RE-INTERVIEWED ALL OF THOSE PEOPLE WHO ARE STILL WORKING FOR (STUDY EMPLOYER) IN AN ATTEMPT TO FIND OUT HOW THINGS HAVE CHANGED. NOW I WOULD LIKE TO HAVE ABOUT FIVE MINUTES OF YOUR TIME TO TALK WITH YOU ABOUT WHY YOU LEFT YOUP JOB WITH (STUDY EMPLOYER).

1. Did you quit the job you had with (STUDY EMPLOYER), were you let go, or were there other reasons for your leaving?

1. QUIT	3. LET GO	5. OTHER
↓	↓	↓
GO TO A	GO TO B	GO TO C

SPECIFY:_____

_____

_____

_____

_____

_____

200

A1. When you left did you have a new job pretty w ll lined up?

1. YES	5. NO

A2. Why did you leave your job with (STUDY EMPLOYER)?

_____

_____

_____

_____

A3. Are you currently working at the job you took when you left (STUDY EMPLOYER)?

1. YES	5. NO

TERMINATE INTERVIEW

A4. Now I'd like to compare your old job with your new one. I'm going to read you a list of things, and for each item, please tell me if your new job is better, worse, or about the same.

	BETTER	WORSE	SAME
a. Is your new job better, worse or about the same as your old job with regard to your hours?	1	3	5
b. ...how hard you have to work?	1	3	5
c. ...how interesting your work is?	1	3	5
d. ...the physical surroundings where you work?	1	3	5
e. ...your chances for promotion?	1	3	5
f. ...the quality of help, information or equipment you get to do your job?	1	3	5
g. ...how much your job gives you a chance to do the things you do best?	1	3	5
h. ...your job security?	1	3	5
i. ...your pay?	1	3	5
j. ...your fringe benefits?	1	3	5
k. ...the supervision you get?	1	3	5
l. ...the people you work with?	1	3	5

B1. When you left did you have a new job pretty well lined up?

1. YES

5. NO

B2. Did (STUDY EMPLOYER) give you any reason for letting you go?

1. YES

5. NO

B3. What was that?

_____

_____

_____

_____

_____

B4. Do you have any idea what the reason was?

1. YES

5. NO

TERMINATE INTERVIEW

B6. What was the reason?

_____

_____

_____

_____

_____

_____

_____

TERMINATE INTERVIEW

B5. Do you think that was the real reason?

1. YES

TERMINATE INTERVIEW

5. NO

B6. What do you think the real reason was?

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TERMINATE INTERVIEW

202

INTERVIEWER: IF APPROPRIATE (I.E., R'S REASON WAS SOMETHING OTHER THAN BEING LAYED OFF, OR RETIRED, ETC.) ASK QUESTIONS C1 AND C2.

C1. When you left did you have a new job pretty well lined up?

1. YES	5. NO

C2. Do you think you might have kept your job if it had been a better one?

1. YES	3. MAYBE	5. NO
↓	↓	TERMINATE INTERVIEW

SPECIFY: _____

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TERMINATE INTERVIEW

END